



**Lockbox and Document Imaging Services
Request for Proposal**

Issued June 14, 2024

Responses due July 12, 2024 by 10:00 a.m. E.D.S.T.

REGIONAL INCOME TAX AGENCY
Lockbox and Document Imaging Services
Request for Proposal

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June 14, 2024

The Regional Income Tax Agency (RITA, the Agency), headquartered at 10107 Brecksville Road, Brecksville, OH 44141, is seeking proposals for lockbox, document imaging and other services. It is RITA's intention to enter into a three-year contract for the period January 1, 2026 through December 31, 2028. The Agency reserves the right to extend the contract past 2028, on a yearly basis, for up to an additional four to six years.

Proposals are due no later than 10:00 a.m. E.D.S.T., July 12, 2024. A pre-proposal conference will be held via Zoom June 28, 2024 at 1:00 p.m. E.D.S.T. This meeting is strongly recommended for all interested parties as minutes of the meeting will not be distributed. Please reach out to Lori Starcher at lstarcher@ritaohio.com to receive the meeting invite with the related Zoom link.

RITA prefers that proposals be submitted electronically. Proposals should be sent to rfp@ritaohio.com. If any part of your proposal is printed and delivered to RITA the envelopes shall be clearly marked "Lockbox and Document Imaging Services". All proposals must conform to this requirement of the Request for Proposals (RFP) and completed using the specified forms. Proposals will be evaluated on the responses to requirements and requested services as they are described in the RFP.

Copies of the RFP will be on file for inspection and may be obtained at the offices of the Regional Income Tax Agency. Any questions concerning this RFP should be directed to lstarcher@ritaohio.com.

Respondents shall aggregate their questions and requests for clarification, and submit them via e-mail to Lori Starcher via e-mail at rfp@ritaohio.com no later than July 9, 2024. Such requests for clarification, and RITA's responses, will be provided to all parties that have received copies of the RFP, without identifying the source of the inquiry.

The Agency reserves the right to reject any and all proposals, or any part of any proposals, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency deems to be in the best interest of the Agency.

Cordially,

Amy L. Arrighi
Executive Director

Agency Overview

The Regional Income Tax Agency (RITA, the Agency), a governmental entity subject to Chapters 135 and 167 of the Ohio Revised Code, was established in 1971 to administer and collect local income taxes for political subdivisions. As an agent for its municipalities, RITA provides substantial financial services to its members. Municipal income tax is collected from individuals and/or employer withholding on salaries, wages, commissions, fees and other forms of compensation. The tax is also collected from business entities based on net profits. Samples and description of forms can be found at www.ritaohio.com. The number and format of forms may be changed subject to RITA's requirements.

Withholder accounts provide approximately 70% of RITA's tax revenues. These accounts consist of businesses that operate in one or more RITA jurisdictions and withhold municipal income taxes from their employee's payroll. Currently, withholder accounts are required to file semi-monthly, monthly or quarterly using a Form 11. The taxes to be distributed to the RITA municipalities are indicated separately on the related tax form.

Net Profit accounts are corporations, partnerships, trusts or estates that operate in an Agency community. These taxpayers are required to file annually using a Form 27. If there is a balance due for the prior year and/or quarterly estimate due for the current year, the taxpayer will receive and pay with a Form 08 billing statement.

Individual taxpayers reside in a RITA jurisdiction. Taxpayers are required to file annually using a Form 37. If there is a balance due for the prior year and/or a quarterly estimate due for the current year, the taxpayer will receive a Form 08 billing statement for the amount owed. For any taxpayer that elects a payment plan, a Form 07 billing statement will be submitted for the payment amount due.

As of December 31, 2023, there are over 420 taxing jurisdictions served by the Agency and total annual municipal income tax collections in excess of \$2.1 billion. The Agency processed approximately 975,000 forms through the lockbox in 2023 (see Appendices A through D for listings of the forms processed and the monthly collection volumes).

Introduction

The Agency is seeking proposals for manual and automated services to assist in the receipt and processing of tax forms and tax payments including document imaging.

This document consists of seven major sections as follows:

- ❖ Section 1 – Lockbox Service Requirements
- ❖ Section 2 – Electronic File Interface Transmission Service Requirements
- ❖ Section 3 – Electronic Payment Processing Requirements
- ❖ Section 4 – Internet Reporting/Transaction System Requirements
- ❖ Section 5 – Document Imaging Requirements
- ❖ Section 6 – Security Requirements
- ❖ Section 7 – Other Areas to Address

Using the question grids throughout the RFP, Respondents must indicate whether the requirement is available. If the service is available, please provide the necessary information. If certain specifications are not compatible with your operations, you are invited to submit an alternative that offers the most accurate and efficient methods within your organization. Variations/alternatives and suggested methods for improvement should be described in the spaces provided for vendor responses. At a minimum, the detail must include the requirement, how the proposed process will satisfy the requirement in achieving the goals and objectives of the Agency and the related cost(s). Proposals may be rejected if any of the requirements in any section cannot be met and the proposed variations/alternatives are not acceptable to RITA.

The Agency is not responsible for any costs incurred by the Respondent in preparation of a proposal. RITA reserves the right to negotiate with the vendors submitting proposals in order to obtain the most favorable terms, conditions and pricing for the Agency as determined by the Agency in its sole discretion. Also, as deemed in the best interest of the Agency by the Board of Trustees, RITA reserves the right to reject any or all parts of the proposals.

Section 1 – Lockbox Service Requirements

This section contains the general requirements for all lockbox services and the three service areas that may be proposed individually or in combination and include:

- Wholesale Lockbox for Forms with Payments
- Wholesale Lockbox for Forms without Payments
- Retail Lockbox

General Requirements for all Lockbox Services:

The Agency currently has 14 Post Office (PO) Boxes established in the Cleveland and Cincinnati areas for the receipt of tax documents. The PO Boxes are registered under RITA's name and the vendor is listed with the Postal Service as an agent to access the boxes for pickup/courier services. The number and location of PO Boxes may be changed subject to RITA requirements. Forms and correspondence received in all boxes must be delivered to the main lockbox processing facility on a daily basis and all of the payments received must have the same availability, regardless of the location of the recipient PO Box. See Appendix F for the purpose of each box.

RITA will retain control over the PO Boxes at the end of the lockbox contract with the vendor. Mail must be picked up from the boxes at a minimum of once per business workday. The courier must be an authorized vendor, employee or a licensed, bonded courier service. The vendor is responsible for a secure method of transportation with sufficient capacity to transfer all mail as the items are of a highly confidential nature.

The mail must be opened within a reasonable amount of time as agreed upon by the vendor and RITA and is subject to change throughout the year.

Batch header data for all Wholesale lockbox batches and batch header and form detail for Retail lockbox batches must be electronically transmitted daily by individual lockboxes. The data must include Batch Date, Batch Number, Batch Dollar Amount and Batch Type. For Retail processing form detail must also be included. Deposit slips and control tapes of batch detail must also be submitted electronically on a daily basis.

Un-processable forms and other documentation must be delivered to RITA (Brecksville facility) every business workday. The delivery must arrive at RITA prior to 3:00 p.m. and should include:

- Non-Processed Checks
- General Correspondence

RITA requires the courier to pick-up forms received at the office to be processed by the Lockbox. There could also be special batches with their own batch type listed on top of the bundle. There may also be internal versions of the Forms, 07, 08 and 09.

The vendor must be capable of adjusting staff size to meet the Agency's fluctuating volumes using only authorized employees or bonded (insured) temporary agency staff to provide the lockbox services. This requirement is mandatory at all times.

All work is to be completed at the vendor site, in a secure area under direct supervision to ensure that no information is copied or otherwise made available to unauthorized personnel. The prospective work area may be inspected for approval by RITA prior to awarding a contract. A proposal may be rejected if proper security, as determined by the Agency, is not available on a regular basis.

Wholesale Lockbox Requirements: Forms with Payments

Receipts from all PO Boxes are to be deposited into one account, established with the vendor. Tax forms and checks must be grouped into batches of like forms. See Appendices G and I for the maximum batch size per type of form and form sort requirements.

Checks are to be deposited only one time. When a check is returned due to non-sufficient funds, stop payment, etc. an electronic copy must be forwarded to the Agency for collection. Each business day all returned items must be accumulated, itemized and forwarded in a secure manner, electronically with a detailed returned item report. The items transmitted should be verified and the transmittal must reconcile on a daily basis.

Copies of checks are to be made available to RITA upon request. The copies must be provided within two working days of the request.

Exceptions when a payment cannot be processed:

- Incorrect Payee (see Appendix E)
- Funds are drawn on foreign financial institutions or payable in a foreign currency

Payment processing exceptions should be handled as follows:

- Daily, a report must be prepared for all items that could not be processed. The report should contain the total dollar amount of the items, the number of items and the date received. The items, including the original envelope, accompanying documentation and daily report should be bundled together and sent to RITA via the daily courier delivery.

The standard processing for tax payments with forms is:

- The amount paid must be populated in the transmission and provide an option for the bank to circle on the form, or write in if the amount is not indicated or if the amount remitted does not equal the amount due indicated on the form. The written notations must be located in an area specified by RITA.
- The payments and the amounts per the forms must be reconciled (balanced) and a report provided to RITA listing each form payment amount and the batch total. This report should be sent electronically each processing day to the Agency.
- Each batch is only to contain one form type. See Appendix I for form sorting requirements.
- One batch number is to be assigned to each batch. The batch numbers should contain seven digits and must only be used once per calendar year. These batch numbers are comingled with the Retail Lockbox Services.
- After the daily processing cut-off a report of all batch totals is to be provided to RITA electronically.

Standard processing for payments with no tax forms (taxpayer neglected to include tax form) is:

- Each check should be deposited into the Agency account.
- A copy of the check and any accompanying documentation should be in the image sent in the transmission for that document.
- The forms must be batched according to PO Box receipt (see Appendix I).
- Processing should then follow the same requirements listed above in standard processing for tax forms with payments.

Wholesale Lockbox Requirements: Forms without Payments

Standard processing for forms without payments (this group includes zero-dollar tax returns or when payment is not remitted) is:

- The forms must be batched. Each batch should contain only one form type; see Appendices G and I for form sort and batch requirements.
- One batch number is to be assigned to each batch. The same batch number cannot be used during the same calendar year.

Note: Form types that can be batched with cash or non-cash as the same batch type should be batched separately as all cash forms or all non-cash forms in the batch; see Appendix I.

Retail Lockbox Service Requirements

The Regional Income Tax Agency encodes Payment Plans (Form 07, Batch Type 107) and Quarterly Estimated Tax (Form 08, Batch Type 108) Statements and certain Employer's Monthly or Quarterly Withholding Statements (Form 11, Batch Type 111) for OCR scanning. See Appendix C for a list of forms and their volumes and see Appendix H for form sizes. OCR scanning of other forms may be required depending on RITA's future processing needs.

The encoding on the Payment Plan (Form 07) and Quarterly Estimated Tax Billings (Form 08) includes the taxpayer's account number, the minimum and maximum amount due, and other identifying information. The encoding on the Employer's Monthly or Quarterly Withholding Statements (Form 11) would include the employer's federal identification number, the city code for the tax distribution and other identifying information as required by RITA. The file requirement specifications are available upon request.

- The payments and the amounts per the forms must be reconciled (balanced) and a report provided to RITA listing each form payment amount, RITA batch number and the batch total. This report should be sent electronically each processing day.
- Each batch is only to contain one form type. See Appendices G and I for form sorting requirements.
- One batch number is to be assigned to each batch. The batch numbering should not be repeated in the same calendar year.
- The amount due and the actual amount paid must be transmitted for all forms. For the forms that are OCR scanned, the amount paid must be keypunched by the vendor and transmitted electronically with the encoded information. On average there are 5 keystrokes for the Payment Plan and Quarterly Estimated Tax Billing forms and the Employer's Monthly or Quarterly Withholding Statements.
- After the daily processing cutoff, a report of all batch totals is to be electronically sent to RITA.
- The form is not to be OCR scanned under the conditions listed below. Instead, the form must be processed in a non-OCR scanned batch as outlined in Section 1 – Wholesale Lockbox Requirements Forms with Payments.
 - If the taxpayer/employer indicates that information preprinted on the form has changed (i.e. address, city of distribution, etc.);
 - If any writing other than signature, etc. is on the form;
 - If correspondence is attached to the form;
 - If the OCR scan line is mutilated or absent.
- Batch header and corresponding form data must be transmitted to the Agency electronically.
- Forms Design Collaboration - Vendor personnel must be available to work collaboratively in designing/changing tax forms. One part of this design process is to ensure compliance between the vendor's OCR scanning equipment and RITA's requirements.

The following questions must be answered by the Respondent for each service proposed. If the Respondent does not currently offer the noted services please indicate any suggested variations, alternatives or future plans (if any) for the requested service.

#	Question/Information Request	Wholesale Lockbox (Forms with Payments) Response	Wholesale Lockbox (Forms without Payments) Response	Retail Lockbox Response
1	What state(s) are the lockbox Respondent authorized to operate in?			
2	Where is the lockbox processing done?			
3	If lockbox processing is completed at different locations provide a description of your document transport security procedures including transport methods and time schedules.			
4	Can you provide the standard tax form processing for the lockbox services described in Section 1?			
5	Describe the major components of your lockbox processing procedures.			
6	Can you retrieve the mail from the PO boxes daily?			
7	Will your staff be able to open and batch the mail on the day it was retrieved?			
8	Describe the OCR scanning equipment your firm has to process encoded forms, including the capacity to handle RITA's tax form filing volumes.			
9	Provide your specifications or recommendations for the printing of OCR scan lines on RITA documents.			

#	Question/Information Request	Wholesale Lockbox (Forms with Payments) Response	Wholesale Lockbox (Forms without Payments) Response	Retail Lockbox Response
10	Indicate the cost per keystroke or other metric that will be used for determining data entry charges to enter actual amounts paid.			
11	Indicate the various modes with which your firm can provide images of OCR scanned documents.			
12	Describe past experiences and current staff you have that would be able to meet with RITA's form vendors to ensure compliance with OCR scanning equipment specifications.			
13	Explain your firm's capability to encode RITA's OCR scan line data on the back of a cancelled check associated with OCR scanned documents.			
14	Describe the process that your firm will handle cyclical peak volumes as specified in Appendices A through C.			
15	Provide your firm's error rates that relate to forms that are currently being processed.			
16	Describe any data entry services that your firm can provide.			
17	Describe the process to notify customers of non-sufficient funds.			
18	Address opportunities for discounts or updates for volume fluctuations. See Appendices A through C for volumes.			

#	Question/Information Request	Wholesale Lockbox (Forms with Payments) Response	Wholesale Lockbox (Forms without Payments) Response	Retail Lockbox Response
19	Separately list your firms top five lockbox customers with their related processing volumes.			
20	List any concerns related to RITA volume and how it would add to your current processing.			
21	Do you have an implementation team in place to assist with new accounts?			
22	If yes to #21, please provide contact names and titles.			
23	What are your firm's procedures for tracing payment and remittance detail after processing?			
24	Please provide the anticipated daily pick-up schedule for PO Boxes and for RITA site pickup and deliveries.			

Section 2 – Electronic File Interface Transmission Service Requirements

General Electronic File (Interface) Transmission is the required method of file transmissions (incoming and outgoing) between RITA and the vendor (computer to computer without using physical media).

***Note:** File layouts are available upon request. The requesting party will need to sign a non-disclosure agreement with the Agency.*

Also note that the ACH transactions described in this section are different than the Agency required cash management Internet capabilities discussed in Section 4.

Also note that transmissions are sent separately by PO Box.

Non-Encoded Tax Form Processing Interface (Inbound from Vendor) - All non-OCR scan-able forms must be batched and collated as specified in Section 1 - Lockbox Service Requirements, Wholesale Lockbox – Forms with Payments and Forms without Payments and the related batch header data must be transmitted to the Agency electronically. These batches will not include detail account information or detail transaction dollar amounts by account.

Encoded Tax Form Processing Interface (Inbound from Vendor) – All OCR scan-able forms must be batched and collated as specified in Section 1 - Lockbox Service Requirements, Retail Lockbox Service, of this document and the batch header data along with the form detail transactions by account must be transmitted to the Agency electronically.

GJRPP - Check Issued Interface to Reduce Check Fraud (Outbound to Vendor) - RITA uses an interface to our vendor to reduce the risk of check fraud. When checks are prepared, a file containing check number, amount and payee is provided to the vendor to verify the authorized payment amount and payee prior to cashing checks. Internally within RITA this interface is known as GJRPP.

GJRCR - Cashed Checks Interface-Daily Debits (Inbound from Vendor) - RITA requires daily information regarding checks cashed. Internally within RITA this interface is known as GJRCR.

FIACH - ACH Pre-note Interface (Outbound to Vendor) - RITA currently sends ACH pre-notes as required for testing newly established taxpayer ACH debits/credits. Internally within RITA this interface is known as FIACH.

FIACH - ACH Credits for Refunds Interface (Outbound to Vendor) - RITA sends ACH credits for refunds. Internally within RITA this interface is known as FIACH.

FIACH - ACH Debits for Normal Billing Interface (Outbound to Vendor) - RITA initiates ACH debits for normal tax billings. Internally within RITA this interface is known as FIACH.

FIACR - ACH Credit Payments Interface (Inbound from Vendor) - RITA accepts ACH credit transactions from employers or payroll companies submitting an eBusiness Form 11. ACH payment information is transmitted daily to RITA by the vendor. Internally within RITA this interface is known as FIACR.

FIATG – Tagging of Accounts Interface – (Inbound from Vendor) – RITA receives on a daily basis a file where the ACH debits have failed. RITA applies this information to its database to prevent future attempts of an ACH debit if it is known to fail. Internally within RITA this interface is known as FIATG.

The following questions must be answered by the Respondent. If the Respondent does not currently offer the noted services please indicate any suggested variations, alternatives or future plans (if any) for the requested service.

#	Question/Information Request	Vendor Response
25	Describe the options your firm has for electronically transmitting data to RITA securely over the Internet.	
26	Indicate if there will be programming costs incurred by RITA for custom programming the electronic interfaces needed to send/receive information to RITA.	
27	Indicate the level of effort anticipated and amount of elapsed calendar time required for developing and testing the electronic interfaces.	
28	Indicate your ability to provide scanned images of wholesale (cash and non-cash) and retail lockbox tax documents via electronic transmissions.	

Section 3 – Electronic Payment Processing Requirements

ACH and other Electronic Payment Processing

The Agency has a pre-authorized ACH payment program under which taxpayers elect to have their checking/savings account debited at regular intervals. The contracting vendor must process the debit transactions using an ACH file provided by RITA.

Individual and business taxpayers can make payments using ACH debits from checking/saving accounts via the RITA website. The payments are accepted with an associated tax filing, tax liability due or tax estimate. Large withholders have the option of directly transmitting EDI filings to RITA. RITA also has an option for business taxpayers to remit payment by ACH credits. RITA has a program with the IRS (Internal Revenue Service) – Municipal Tax Levy Program (MTLP) that provides for the offset of unpaid IRS levies against any municipal income tax overpayments by taxpayers via the ACH credit process with the IRS.

- ACH Debit Process – The Agency currently submits a file (as described in Section 2 – FIACH - ACH Debits for Normal Billing) to our contracting vendor for automatic debits from taxpayers' checking/savings accounts to deposit into RITA's checking account.
- ACH Credit Process – Taxpayer will originate payment with requested additional information in file. The contracting Vendor will provide RITA with file (as described in Section 2 – FIACR - ACH Credit Payments) and complete the deposit into RITA's checking account.

Overall, RITA wants to offer the following payment options:

- ACH Debit/Credit
- Wire Transfer
- Bill Paying Service (excluding paper checks)
- Electronic Checks

The following questions must be answered by the Respondent. If the Respondent does not currently offer the noted services please indicate any suggested variations/alternatives or future plans (if any) for the requested service.

#	Question/Information Request	Vendor Response
29	Describe your firm's capabilities to process ACH debit and credit transactions.	
30	Describe any edits your ACH system performs at the file and batch levels.	
31	Indicate your capability to handle wire transfers.	
32	Describe how you provide bill paying services (ideally without paper checks).	
33	Indicate whether you will report electronic payment information on a same day or next day basis and the method for providing the data.	
34	Indicate the time(s) the electronic information can be made available to the Agency.	
35	Do you provide electronic business solutions for small businesses? If so, please describe and list any associated fees.	
36	Indicate the time(s) that the ACH file can be sent to your firm and any associated price differences depending on the time the file is submitted.	
37	Can you provide a daily file to RITA via the interface FIACR for CCD+ transactions? If so, provide any applicable fees.	
38	Indicate whether you will be able to accept several transmissions throughout the day from RITA. If so, please list applicable fees for the submissions and the maximum transmission frequency.	

Section 4 – Online Reporting/Transaction System Requirements

General Requirements

The Agency must have the ability to view online:

- all account balances;
- amount(s) available for transactions;
- total check presentments;
- details of debit and credit memos;
- summary and detail of ACH credits/debits;
- summary and detail of wired funds;
- the amounts collected and deposited on a daily basis.

On a daily basis, through a secure online connection, the Agency must be able to obtain:

- the opening available balance amount;
- addendum details of ACH credits and debits.

The online system must allow the Agency the ability to transfer funds between accounts previously established with the contracting vendor. In addition, the system should allow view-only access of the reporting system by various RITA department personnel.

Information on the collections, deposits and account balances must be available before 10:00 a.m. every business workday.

RITA must have the ability to print all information using RITA network printers (currently HP Laser Jets, Inkjets and RICOH copier/printer).

Controlled Disbursement Account

A controlled disbursement account is required. This account will also be the primary depository account used for the receipt of tax payments. Debit block capability must be available for the Agency accounts.

The amount of daily check/ACH presentments must be available to RITA no later than 10:30 a.m. each business day.

ACH and Wire Transfers

The Agency must have the ability to initiate ACH's and wire transfers via a secure online portal. The system must utilize/follow the Federal Reserve System and National Automated Clearing House standards.

The system should:

- allow both repetitive and one-time transactions;
- provide a template that would eliminate the need to re-enter banking information for repetitive transactions;
- have security controls over the approval of changes made to repetitive templates as well as the approval for wiring of funds;
- have pre-established dollar limits for ACH/wire transfers on individual and aggregate levels;
- allow the ACH instructions to be entered into the system several days prior to the transfer date up to and including the day before the transfer; RITA's account(s) should not be debited until the day of the actual transfer;
- have a backup system in place to make account inquires and ACH/wire transfers in the event that the vendor has a system failure. A manual system is acceptable for a temporary period of time;
- Employ two-factor verification for login to systems with the ability to transfer of funds.

Positive Pay

The Agency uses a Positive Pay system to prevent check fraud. RITA supplies the details of checks issued for use in verification of the instruments when presented. The vendor must provide a report of all exception items that do not match the details online. The Agency should then have the option to either reject or pay the exception items with a daily cutoff time no earlier than 2:00 p.m. The system should allow an automatic rejection if the checks are not approved by the cutoff time. The system must allow for manual input of additional issues and voided checks. See Section 2, - GJRPP - "Check Issued Interface to Reduce Check Fraud", for further information.

Deposit Summary Sheets and Cash Batch Logs

Daily, the Agency must electronically receive with the transmissions, Deposit Summary sheets by PO Box with the Batch Sequence number, Batch Number, Number of payments in the batch, Batch Amount and Total Lockbox amount. Additionally, the Agency must electronically receive detailed batch slips that give the Lockbox, Date, Sequence number in the Lockbox, Batch number, Image number, Amount per Image and the Total Deposit for the batch.

The following questions must be answered by the Respondent. If the Respondent does not currently offer the noted services please indicate any suggested variations/alternatives or future plans (if any) for the requested service.

#	Question/Information Request	Vendor Response
39	Please describe your online system that provides the services listed in Section 4?	
40	Discuss the length of time that elapses between the deposit of the collections and the availability of the funds to the Agency.	
41	Indicate your lockbox and ledger cut off times.	
42	Describe your backup system to make account inquires and ACH/wire transactions in the event that your organization has a system failure. Include in your response the length of time until the backup system is online for your customers.	
43	Describe in detail the audit controls, security controls, data controls and other features that are available through your system.	
44	Describe the documentation you provide on the settlement of originated payments.	
45	Does your reporting system allow the data to be downloaded into Excel?	
46	Describe any additional functionality that your system provides.	
47	Do you currently have a Positive Pay system? If so, please describe the functionality and reporting capabilities available.	
48	Does your on-line banking system allow for the transfer of funds between accounts?	
49	Does your reporting system allow for customizable reports? If so, please describe this capability and associated fees.	

Section 5 – Document Imaging Requirements

For the purpose of this document the legend below will be used to identify items.

Sheet	=	one piece of paper (front and back)
Page	=	one side of one piece of paper
Document	=	one to many pages
Batch	=	multiple documents
Bundle	=	multiple batches in a Lockbox

The general requirements for imaging services include: scanning paper documents (tax forms, W-2 statements, correspondence) in Tagged Image File Format (TIFF Group 4); verifying each scanned page for quality assurance; indexing key information from tax forms (creation of XML file that includes “batch number”, “batch year”, “batch document total”, “document names in batch”, “batch type”, etc.); transmitting images and indexed data to RITA over the Internet.

Using the question grids at the end of this section the Respondent must indicate whether the requirements are available. If certain specifications are not compatible with your operation, you are invited to submit a proposal that offers the most accurate and efficient methods within your organization. Variations/alternatives and suggested methods for improvement must be enumerated in the “Vendor Response” section for the related question. At a minimum, the detail must include the requirement, how the proposed process will satisfy the requirement and the related cost(s). Proposals may be rejected if any of the requirements in any section cannot be met and the proposed variations/alternatives are not acceptable to RITA.

Document (Form) Imaging Process – Current State: RITA’s Lockbox vendor sorts tax documents into various batches. The majority of batches are Individual tax returns that consist of 50 forms (documents) with an average number of seven to eight sheets per form. Generally, Individual tax forms are 8.5”x11”, but accompanying sheets, e.g. W-2s, vary in size. Business returns are batched in quantities of 25 for Net Profit returns, or 50 for Employer Withholding returns. Business returns are 8.5”x11”, but the number of sheets per form varies widely. All pages within a document are scanned. Samples of tax documents can be found at ritaohio.com. A sample of the composition of RITA’s batches, by type of return, is listed below.

Individual Tax Returns	Employer Withholding Returns	Business Net Profit Returns
1 Batch	1 Batch	1 Batch
50 Forms	50 Forms	25 Forms
375 Pages (on average)	100 Pages (on average)	500 Pages (on average)

RITA requires that image enhancements are scanned at a minimum 300 Dots per inch (DPI).

Document (Form) Imaging Process

The Lockbox process included Document (Form) Imaging as follows:

1. Scanning and indexing wholesale lockbox forms without payments (non-cash forms).
2. Scanning and indexing wholesale lockbox forms with payments (cash forms).

Appendices A and B provide monthly estimated volumes for wholesale lockbox forms and associated pages to be scanned for non-cash forms and cash forms. On the enclosed price sheet, costs for each scanned image should be listed for both.

When the digital batches are ready for transfer the vendor must ensure all information is securely encrypted. The vendor will notify RITA that the data is available for download or have the file available by an agreed upon time on a secure file transfer site. RITA will use a secure file transfer protocol (SFTP) client to download all digital batches. The vendor must also be open to using an explicit SFTP client specified by RITA. Upon verification of RITA receipt, the outside vendor will then be responsible to purge any remnants of the batch on the vendor's system. The vendor must also provide contact information to RITA's infrastructure team to contact in the event of missing and/or corrupted files.

Minimum Scanning Requirements

All documents shall be scanned into digital images and stored in a secure storage media. Please reference Section 6 for secure storage guidelines. The documents must be scanned in the specific batch types as outlined in Appendix I.

The documents within a batch must stay in their original order. The digital images produced for each document must be created as a 300 DPI, multi-page TIFF group 4 file. The file names must be unique and unchanged as they will be used to identify association to a batch. In addition, document names cannot exceed 64 characters in length. The images produced must be legible and verified for quality control.

An XML file must be created with each scanned batch that associates document names to the batch number. This file must contain batch number, batch year, batch document total, document names in batch and batch type. These index values are subject to change based on future development efforts and the vendor must be able to adjust accordingly.

The following questions must be answered by the Respondent. If the Respondent does not currently offer the noted services please indicate any suggested variations/alternatives or future plans (if any) for the requested service.

#	Question/Information Request	Vendor Response
50	Can you provide the imaging and indexing services described above?	
51	Where is your scanning operation located?	
52	Describe how you will transport tax forms / un-processable items between RITA and your lockbox facility. Include type of containers, vehicles, personnel and safeguards employed.	
53	Describe your methods for indexing documents for ensuring the accurate association of index data to scanned images.	
54	Describe your verification processes. Please include steps taken to ensure high quality images and the complete and accurate count of all pages scanned.	
55	Describe your accuracy/performance standards. Include a metric for accuracy levels or error rate. See below for desired accuracy level and penalty for errors.	

RITA expects the vendor to maintain 100% accuracy level in the quantity and quality of scanned pages. However, in the event that the initial error rate exceeds 3%, RITA shall be entitled to reduce that month's billing rate by the total percentage of error times two. For example, if the error rate of an image file is 3% of a mutually agreed upon page total, the invoice for that specific total shall be discounted by 6%. The inability to consistently provide image files that meet the performance standards are cause for immediate cancellation of the contract.

Section 6 – Security Requirements

RITA deals with highly confidential income tax information. As such, RITA requires high security standards to ensure the confidentiality of taxpayer information.

Please explain in detail how your organization will meet the stated requirements or questions. Single sentences or answers of “yes” or “no” will not be sufficient. Attach a separate sheet if necessary. If the response is answered in sufficient detail with the complimenting service auditor’s report, you can simply reference the section and page of the report for their response.

#	Question/Information Request	Vendor Response
Administrative Controls		
56	RITA requires that your organization provide a narrative and data flow diagram that shows key points in the processing of RITA’s data from the time the data is received until it is processed and then delivered and/or transmitted to RITA. The narrative should describe where the data is stored at each point and the security controls in place to prevent unauthorized access.	
57	RITA requires any third-party who may handle confidential information to provide a service auditor’s report (commonly referred to as a SOC report) or similar document that describes the effectiveness of the internal control environment as it relates to data and physical security. RITA also requires the winning organization to provide annual reports to ensure data security controls are audited.	

#	Question/Information Request	Vendor Response
57 cont	<p>Describe your organization's service auditor report, including the date of your most recent audit, or similar process, and how it measures the effectiveness of your internal control environment relating to data security.</p> <p>Your response must also explain your organization's process to share with customers the annual reports to ensure data and physical security controls are operating effectively and audited.</p>	
58	Describe who is responsible for managing security controls within your organization and what types of cybersecurity policies are in place.	
59	Describe your organization's risk management process.	
60	Describe your organization's hiring practices and provide information regarding cybersecurity training to employees and frequency of recurrence.	
61	List all employee and/or contractor roles (job titles/positions) who will have access to RITA data.	
62	Describe your organization's compliance with the Federal and State laws governing the processing of confidential information and financial transactions.	

#	Question/Information Request	Vendor Response
Physical Controls		
63	List all physical locations of facilities used to transfer, process and/or store RITA data and information.	
64	<p>Describe the physical security controls in place at each facility, including access to on-premises and/or hosted datacenters.</p> <p>Please include information on how your organization limits access to areas of their facility where RITA data and information is stored and processed. The process for handling, identifying, and logging visitors should be included.</p>	
65	Describe your organization's process for handling RITA tax forms, specifically transporting forms to/from RITA offices and other locations.	
66	<p>Does your organization utilize on-premise datacenter services or hosted datacenters?</p> <p>Please provide additional details if hosted datacenters are used.</p>	
Technical Controls		
67	Describe your organization's technical controls used to monitor, identify and prevent the loss of customer data.	

#	Question/Information Request	Vendor Response
68	<p>Describe your organization's internal and external testing controls to identify vulnerabilities and/or attack vectors.</p> <p>Please also include your organization's process to remediate identified vulnerabilities and/or attack vectors.</p>	
69	<p>Describe in detail how RITA data stored electronically on your organization's network servers is protected from unauthorized access and segregated from all other company data.</p>	
70	<p>Describe your organization's use of third-party IT cloud service providers (if applicable).</p>	
Data Information and Access Controls		
71	<p>Describe your organization's process of handling confidential information, such as personally identifiable information.</p>	
72	<p>RITA requires encryption to be used for data in transit and at rest.</p> <p>Describe your organization's encryption standards for data at rest, data backups and/or data in transit.</p> <p>Please describe how data will be exchanged between the Agency and your organization.</p>	
73	<p>Describe your organization's retention period of RITA data (how long will RITA data be stored by your organization).</p>	
74	<p>What type of reporting controls are used to ensure data retention and purging are implemented?</p>	

#	Question/Information Request	Vendor Response
75	List all employee and/or contractor roles (Job Titles\Positions) who will have access to RITA data.	
76	RITA data must be centrally stored and not reside on a client's hard drive, USB drive or other removable media. Please describe your organization's process to ensure RITA data is not residing on a client PC or removable media.	
Disaster Recovery, Business Continuity, and Incident Response		
77	Describe your organization's incident response and breach notification process.	
78	Describe your organization's technical and operational controls that you have implemented to help you detect and respond to security events and incidents.	
79	How frequently does your organization log and review security-related events?	
80	Describe your organization's disaster recovery plan and business continuity plan for all systems and business processes supporting your recommended proposal.	

Section 7 – Other Areas to Address

The following questions must be answered by the Respondent. If the Respondent does not currently offer the noted services please indicate any suggested variations/alternatives or future plans (if any) for the requested service.

#	Question/Information Request	Vendor Response
81	Will you provide a subsidy for the costs incurred to change account information on check printing or forms?	
82	Detail any miscellaneous processing functions and the related costs. Examples are: initial setup costs; stop payment orders; return item notifications and documentation.	

Proposal Instructions

Proposals must be received by the Executive Director, Regional Income Tax Agency, by 10:00 a.m., E.D.S.T., July 12, 2024.

RITA prefers that proposals be submitted electronically. Proposals should be sent to rfp@ritaohio.com.

If any part of your proposal is printed and delivered to RITA, the envelopes shall be clearly marked "Lockbox and Document Imaging Services".

Proposals shall be submitted in sealed envelopes and addressed to:

Executive Director
Regional Income Tax Agency
10107 Brecksville Road
Brecksville, Ohio 44141

All proposals must conform to this requirement of the Request for Proposals (RFP) and completed using the specified forms. Proposals will be evaluated on the responses to requirements and requested services as they are described in the RFP.

It is RITA's intention to enter into a contract as soon as practical after the proposals are evaluated. The successful vendor shall enter into a contract with the Regional Income Tax Agency within ten (10) days of the notification of award or as soon as practical thereafter as determined by RITA. Service is expected to begin January 1, 2026. Subsequent to the awarding of the contract, RITA reserves the right to contract for any new financial services deemed desirable with a vendor of its choice.

Proposals will be evaluated on the entirety of all services proposed by the Respondent, the ability and flexibility to "customize" those services to meet RITA's needs and the associated one-time implementation fees and the ongoing costs. The Agency reserves the right to reject any and all proposals, or any part of any proposal, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency shall deem to be in the best interest of the Agency.

The specifications enumerated herein are not intended to limit proposals to any one source. If the proposal varies from the Respondent's specified operations, the specific points of difference must be noted on the Information Sheet. If the proposal does not vary, a statement should be made on the Information Sheet that, "All specifications have been met in the proposal and are agreed to."

The proposal for lockbox requirements must be on a cost-per-transaction basis using the estimated volumes stated in the Appendices. For Document Imaging the proposal should be based on cost per page. Respondents must also include formulas for adjusting costs for significant variations from the estimated volumes.

Respondents must state the procedure for determining volumes and charging for service. The amount charged for service must correlate to the actual volumes processed for that month.

By submitting a proposal, each respondent is ensuring that:

- they are an Equal Opportunity Employer and that their employees and applicants for employment are not discriminated against because of their race, color, religion, sex, which includes sexual orientation, gender identity and gender expression, national origin, disability, age, genetic information, or military status;
- the depository institution collateralizes deposits in excess of FDIC coverage, or participates in the statewide collateralization program as per the Ohio Uniform Depository Act;
- complete confidentiality of all Agency information will be maintained by all vendor and sub-contractor personnel;
- RITA municipal income taxes or any other obligations to the Agency are current and there are no amounts in arrears.

By signing a contract with RITA, the successful vendor guarantees that they comply, or will comply with the above provision and all other applicable state and federal laws regarding public contract work, and agrees to indemnify and hold the Regional Income Tax Agency harmless from any claims or damages incurred against or by the Regional Income Tax Agency resulting from any non-compliance by the successful vendor.

3. Provide references for five of your major lockbox accounts. Please include their company name and contact information (email and phone). The account should have periodic processing volumes similar to volumes that RITA anticipates, if possible.

Company Name	Contact Name	Email	Telephone Number

4. Please attach a sample of your current contract.

Lockbox Descriptions and Pricing Sheet

The following is a list of descriptions to use in completing the Pricing Sheet. If there are other charges that are involved to meet RITA's requirements please list them in the Pricing Grid following the RITA provided information. Include a description of the service with the related charge.

The lockbox pricing sheet is presented with three columns: wholesale cash service, wholesale non-cash service and retail service.

SERVICE	DESCRIPTION
Account Premium	Charge for providing services not previously defined in any other product family.
Account Services	Charge for each access of the bank's reporting and/or information service to obtain domestic account information.
Analysis Charge	Providing a hard copy of the analysis statement
ACH Addenda Originated	Charge for processing reference information associated with the origination of an ACH transaction.
ACH Direct Monthly Maintenance	Charge for maintaining bank-provided ACH transaction initiation software. This is often a fixed charge.
ACH Internet-Maintenance	Monthly maintenance for ACH product
ARP Full Reconciliation – Maintenance	Monthly maintenance for a Full disbursement account
ACH Monthly Fee	Charge for providing ACH funds transfer services, excluding concentration and automated funding services. This is often a fixed charge.
ACH NOC	Charge for notifying the customer via electronic means of a notification of change (e.g., account number, routing number, etc.).
ACH Originated-Debit Credit	Number of debit/credit transactions originated by customer
ACH Originated-Pre-notification	Number of ACH prenote transactions originated by customer
ACH Received Addenda	Charge for processing reference information associated with the receipt of an ACH transaction.
ACH Received Rep Monthly Admin	Charge for providing custom reports of ACH activity.
ACH Received - Credit	ACH credit transactions received by customer
ACH Received – Debit	ACH debit transactions received by customer
ACH Reports	Charge for providing daily reports detailing concentration transactions via an electronic mode.
ACH Return Item-Debit/Credit	Charge for processing an ACH debit or credit transaction returned via the ACH network.

ACH Reversal – Delete	File maintenance charge for reversals and/or deletes per occurrence
ACH Setup	One-time charge associated with the implementation and testing of ACH services.
ACH Tax Payment	Charge for processing an ACH credit transaction initiated by the customer.
ACH Transmission	Charge for processing a file containing ACH transaction detail received from the customer via data transmission.
ARP Add/Cancel Entry	Charge for handling and processing check issuance information supplied to the bank via the Internet. Issuance information is required by the bank in order to provide full reconciliation services.
ARP CD	Charge for capturing images of paid checks.
ARP CD Creation – Per CD	Charge for the CD-ROM disk used to provide images of paid checks to the customer.
ARP Daily/Weekly/PP Transmission/Month	Charge for handling and processing check issuance information supplied to the bank via transmission. Issuance information is required by the bank in order to provide full disbursement reconciliation services.
Book Transfer Entry	Charge for processing an electronically initiated funds transfer to another account at the same bank where the debit account is pre-set, but the dollar amount and the credit instructions may vary. All required information for this transfer is provided by the customer and the transfer does not require repair by the bank.
Branch Deposited Cash	Charge for handling and posting a deposit consisting of any combination of coin, currency, checks, food stamps or merchant card drafts presented at the bank's branch office.
Branch Per Item Charge	Charge for processing deposited checks drawn on banks that are outside the Federal Reserve district of the bank of deposit.
Branch Strap Out	Charge for providing Federal Reserve standard strapped (100 bills/strap) currency to the customer at the bank's branch office.
CAR Report	Charge for providing previous day detail reports of ACH activity via an electronic mode.
Check – Chargebacks	Charge for processing a return item against an account.
Check Retention & Destruction	Retaining and destroying paid checks
Checks Paid	Charge for handling and posting checks drawn on and paid against a demand deposit account.
Checks/Debits Paid	Charge for handling and posting checks drawn on and paid against a demand deposit account.

Clearing Surcharge-Fee	Pass through charge from Federal Reserve for Check Processing-Fee
Clearing Surcharge-Volume	Pass through charge from Federal Reserve for Check processing-Volume
Courier Delivery	Courier delivery of lockbox items
Deposit Assessment	Charge for Federal Deposit Insurance Corporation (FDIC) insurance.
Deposits Lockbox	Charge for handling and posting a deposit of checks delivered to the bank's check processing facility.
Deposits Branch/Night Deposit	Charge for handling and posting a deposit of checks delivered to the bank's check processing facility.
EPA Monthly Via ACH Direct	Charge for notifying the customer via electronic means that an ACH debit has been received.
File Transfer Base Fee	Bundled charge for providing an electronic file containing information for domestic accounts. This is often a fixed charge.
Imaged Doc Return Via Mail	Charge for imaging checks or invoices processed through a lockbox, where those charges are not included in summary wholesale lockbox processing.
Incoming ACH Credit Item	Charge for posting an ACH credit received to an account.
Incoming ACH Debit Item	Charge for posting an ACH debit received to an account.
Incoming Domestic Wire	Charge for posting and handling a Fedwire transfer received for the customer's account.
Incoming Express Package	Charge for preparing wholesale lockbox remittance documents for return to the customer.
Incoming Fedwire Transfer	Charge for incoming Federal wire
Intraday Detail	Charge for reporting current day detail information via the internet
Intraday Summary	Charge for reporting current day summary information via the internet
Previous Day Report	Charge for reporting previous day ending balance via the internet
Previous Day Detail	Charge for reporting previous day debit and credit detail via the internet
Lockbox – Weekend Processing	Weekend transmission cost
Lockbox Additional Payee	Charge for comparing checks received in a wholesale lockbox to an acceptable payee listing.
Lockbox Cash Received	Per payment charge for processing cash payments received in lockbox
Lockbox Data Transmission	Transmission of A/R data per transmission
Lockbox Correspondence	Processing/Batching of non-cash correspondence
Lockbox Deposited Item Clearing	Charge for processing a deposit of checks received in a lockbox.

Lockbox Envelope Return	Charge for returning envelope as per procedure
Lockbox Base Fee	Lockbox maintenance fee
Lockbox Image Document Scan (per page)	Per page cost for document scan
Lockbox Image Remit Scan	Per page cost of remit document scan
Lockbox Image Transmission Fee	Image Transmission fee
Lockbox Item Photocopy	Copies of checks submitted with no form
Lockbox Keystroke – Data Entry	Cost of keystroke count for processing that requires data entry
Lockbox Mail Forwarding	Opening and sorting non-payment mail charge
Lockbox OCR Maintenance	Monthly maintenance for Retail Lockbox
Lockbox Priority Mail Delivery	Charge for providing lockbox services not previously defined.
Lockbox Scan-able Items	Per Item Charge for Retail Lockbox Items
Lockbox Receivables Base Fee	Charge for providing lockbox information delivery services via an electronic mode. This is often a fixed charge.
Lockbox Set-up	One-time charge for implementing and testing any services associated with the establishment of a wholesale lockbox.
Lockbox Sort	Charge for detail sorting of wholesale lockbox remittance documents into customer-specified numeric groups.
Lockbox Staple	Charge for stapling a photocopy of the accompanying check to wholesale lockbox remittance documents.
Lockbox Un-processable Items	Charge for handling any miscellaneous documents received through a wholesale lockbox.
Maintenance	Demand Deposit Account Maintenance Fee
Miscellaneous Deposit Tickets	Charge for handling and posting a deposit of checks delivered to the bank's check processing facility.
Monthly Collateral Charge	Charge for providing balance & compensation info services not previously defined
Lockbox Data Transmission Fee	Data Transmission fee
Lockbox Maintenance	Monthly maintenance for Retail Lockbox
Online Reporting – ACH Return Items	Per item charge for online reporting of ACH Credit or Debit return items
Online Reporting – Notification of ACH Changes	Per item charge for online reporting of ACH Credit or Debit notification of changes
Originated Late File Surcharge	Charge for processing ACH transactions through the ACH's premium night window.
Domestic Repeat Wire	Charge for electronically initiated wire transfer where all instructions remain unchanged and only the transferred amount varies

Paid No Issue (Per Item)	Charge for handling and posting checks drawn on and paid against a fully reconciled demand deposit account which are not listed on the issuance data provided to the bank. Customer approval is required before each check is paid.
PO Box Rental Fee	Pass through charge for out-of-pocket expenses related to renting a post office box to receive wholesale lockbox remittances.
Positive Pay – Checks Paid	Items of checks paid via Positive Pay
Positive Pay Exception Items	Exception items to the Positive Pay issue file
Positive Pay Maintenance	Maintenance Fee for Positive Pay
Reconciliation Maintenance	Charge for providing full disbursement account reconciliation services. The customer provides the bank with check issuance data. Reports provided to the customer may include, but are not limited to, a bank statement, a checks outstanding list, a checks voided list, a paid checks list, a stop payment placed list, and a stop payment on file list. This is often a fixed charge.
Reconciliation Per Item	Charge for providing full disbursement account reconciliation services. This is often a per-item charge.
Return Item Transaction Image	Charge for providing the customer with images of return items via network (e.g., VAN).
Special Returned Item Processing – Return	Return Item reporting and transmission of images and data regarding the returned items
Unauthorized ACH Item Return	Charge for processing an ACH debit or credit transaction returned via the ACH network.
Uncollected Fund Direct Charge	Rate-based charge assessed on that portion of the balance that is the difference between the average negative collected balance and the average negative ledger balance.
Wire Maintenance	Charge for maintaining bank-provided funds transfer software. This is often a fixed charge.

LOCKBOX PRICING SHEET

SERVICE DESCRIPTION	ANNUAL UNIT TOTAL	MONTHLY AVERAGE	WHOLESALE CASH SERVICE PRICE	WHOLESALE NON-CASH SERVICE PRICE	RETAIL SERVICE PRICE
GENERAL ACCOUNT SERVICES					
MAINTENANCE	204	17			
ANALYSIS CHARGE	12	1			
LOCKBOX SERVICES					
LOCKBOX BASE FEE	174	15			
LOCKBOX CASH RECEIVED	179	15			
LOCKBOX ITEMS	514,505	42,875			
LOCKBOX SCANNABLE ITEMS	170,462	14,205			
LOCKBOX PHOTOCOPY REQUEST FEE	134	11			
LOCKBOX ITEM PHOTOCOPY	28,496	2,375			
LOCKBOX ENVELOPE RETURN	28,496	2,375			
LOCKBOX IMAGE DOCUMENT SCAN	7,033,495	586,125			
LOCKBOX IMAGE REMIT SCAN	340,924	28,410			
LOCKBOX IMAGE TRANSMISSION FEE	1,479	123			

SERVICE DESCRIPTION	ANNUAL UNIT TOTAL	MONTHLY AVERAGE	WHOLESALE CASH SERVICE PRICE	WHOLESALE NON-CASH SERVICE PRICE	RETAIL SERVICE PRICE
LOCKBOX STAPLE	28,496	2,375			
LOCKBOX REMIT PER KEYSTROKE DATA ENTRY	401,359	33,447			
LOCKBOX - WEEKEND PROCESSING	192	16			
LOCKBOX DEPOSITED ITEM CLEARING	684,981	57,082			
LOCKBOX DATA TRANSMISSION	903	75			
DEPOSITORY SERVICES					
BRANCH DEPOSITED CASH	219,698	18,308			
DEPOSITS BRANCH/NIGHT DROP	336	28			
DEPOSITS LOCKBOX	3,418	285			
BRANCH PER ITEM CHARGE UNENCODED CHECKS DEPOSITED	382	32			
CHECK CHARGE BACKS	1,098	92			
PAPER DISBURSEMENT SERVICES					
CHECKS/DEBITS PAID	55,966	4,664			
POSITIVE PAY MAINTENANCE FEES	24	2			

SERVICE DESCRIPTION	ANNUAL UNIT TOTAL	MONTHLY AVERAGE	WHOLESALE CASH SERVICE PRICE	WHOLESALE NON-CASH SERVICE PRICE	RETAIL SERVICE PRICE
CD ITEM CAPTURE	48,169	4,014			
CD CREATION FEE	14	1			
PAPER DISB. RECONCILIATION SERVICES					
ARP FULL RECON MAINTENANCE	24	2			
ARP FULL RECON N/S PER ITEM	55,821	4,652			
ARP DAILY TRANSMISSION INPUT	12	1			
ARP TRANSMISSION INPIT/OUTPUT	252	21			
GENERAL ACH SERVICES					
ACH MONTHLY FEE	12	1			
ACH ORIGINATED DEBIT ITEM	601,225	50,102			
ACH ORIGINATED CREDIT ITEM	22,799	1,900			
ACH RECEIVED DEBIT ITEM	108	9			
ACH RECEIVED CREDIT ITEM	12,849	1,071			
ACH RECEIVED REPORT MONTHLY ADMIN	24	2			

SERVICE DESCRIPTION	ANNUAL UNIT TOTAL	MONTHLY AVERAGE	WHOLESALE CASH SERVICE PRICE	WHOLESALE NON-CASH SERVICE PRICE	RETAIL SERVICE PRICE
ACH RETURN ITEMS	6,052	504			
ONLINE REPORTING – ACH RETURN ITEMS	12	1			
ACH DATA TRANSMISSION	825	69			
ONLINE REPORTING - ACH NOTIFICATION OF CHANGES	1,996	166			
WIRE & OTHER FUNDS TRANSFER SERVICES					
DOMESTIC REPEAT WIRE	235	20			
INCOMING FEDWIRE TRANSFER	24	2			
INFORMATION SERVICES - REPORTING					
PREVIOUS DAY REPORT	216	18			
INTRADAY REPORT	216	18			
PREVIOUS DAY DETAIL ITEMS	80,760	6,730			
INTRADAY DETAIL ITEMS	17,196	1,433			

Imaging Services - Pricing

#	Question/Information Request	Wholesale Lockbox: Forms <u>with</u> Payments Response	Wholesale Lockbox: Forms <u>without</u> Payments Response	Retail Lockbox Response
1	Provide your cost per scanned page for scanning forms for each lockbox. Be sure to include all costs, scanning, indexing and verification (quality assurance and deletion of blank pages and pages with static or standard text) and file creation/export.	Cost/page: _____	Cost/page: _____	Lockbox remittance payment processing shall include imaging of coupons and therefore not subject to separation of services.

APPENDICES

APPENDIX A

2023 Non-Cash Forms - WHOLESALE Estimated Volume Received by Lockbox Month/Type

Month	Form Type 10A	Form Type 11	Form Type 17	Form Type 27	Form Type 37	Form Type 37EZ	Total by Month
Jan	654	7,890	9,411	734	1,978	363	21,030
Feb	2,177	8,059	35,783	1,476	9,333	1,642	58,470
Mar	3,277	5,715	39,975	1,601	18,244	3,056	71,868
Apr	5,093	5,475	437	1,370	17,271	2,636	32,282
May	5,156	6,744	476	2,755	16,357	3,014	34,502
June	1,275	5,427	254	5,583	36,458	7,916	56,913
July	925	6,128	362	1,268	15,423	2,413	26,519
Aug	776	6,166	347	1,420	2,495	294	11,498
Sept	568	5,529	343	2,406	3,023	327	12,196
Oct	722	6,991	199	3,763	6,549	401	18,625
Nov	369	6,444	293	3,326	4,715	450	15,597
Dec	321	6,193	244	552	165	173	7,648
Total	21,313	76,761	88,124	26,254	132,011	22,685	367,148

Note: The volumes presented are not guaranteed and provided as a basis for estimates and projections.

APPENDIX A (continued)

2023 Non-Cash Forms - WHOLESALE Estimated Volume of pages to be scanned Month/Type

Month	Form Type 10A	Form Type 11	Form Type 17	Form Type 27	Form Type 37	Form Type 37EZ	Total by Month
Jan	4,578	15,780	122,343	33,030	31,648	1,815	209,194
Feb	15,239	16,118	465,179	66,420	149,328	8,210	720,494
Mar	22,939	11,430	519,675	72,045	291,904	15,280	933,273
Apr	35,651	10,950	5,681	61,650	276,336	13,180	403,448
May	36,092	13,488	6,188	123,975	261,712	15,070	456,525
June	8,925	10,854	3,302	251,235	583,328	39,580	897,224
July	6,475	12,256	4,706	57,060	246,768	12,065	339,330
Aug	5,432	12,332	4,511	63,900	39,920	1,470	127,565
Sept	3,976	11,058	4,459	108,270	48,368	1,635	177,766
Oct	5,054	13,982	2,587	169,335	104,784	2,005	297,747
Nov	2,583	12,888	3,809	149,670	75,440	2,250	246,640
Dec	2,247	12,386	3,172	24,840	2,640	865	46,150
Total	149,191	153,522	1,145,612	1,181,430	2,112,176	113,425	4,855,356

Note: The volumes presented are not guaranteed and provided as a basis for estimates and projections.

APPENDIX B

2023 Cash Forms - WHOLESALÉ Estimated Volume Received by Lockbox Month/Type

Month	Form Type 02	Form Type 06	Form Type 07	Form Type 08	Form Type 09	Form Type 11	Form Type 27	Form Type 32	Form Type 37	Total by Month
Jan	174	176	266	1,611	383	22,022	562	611	688	26,493
Feb	916	3,403	286	707	320	19,949	1,033	58	5,214	31,886
Mar	3,015	14,729	324	1,133	638	16,275	2,924	88	16,391	55,517
Apr	3,318	33,731	258	1,166	854	15,888	3,258	1,369	30,195	90,037
May	2,236	15,670	321	927	478	18,313	4,235	3,757	25,774	71,711
June	536	1,742	317	2,027	405	5,427	5,583	872	2,866	19,775
July	500	1,091	275	1,077	199	18,028	728	148	1,377	23,423
Aug	513	1,027	356	883	304	16,193	705	80	1,311	21,372
Sept	1,727	1,179	294	1,895	441	14,803	1,687	617	1,562	24,205
Oct	931	4,722	264	1,068	312	17,565	2,526	122	4,944	32,454
Nov	173	626	320	841	259	16,154	442	104	967	19,886
Dec	143	216	354	1,103	292	15,041	880	144	587	18,760
Total	14,182	78,312	3,635	14,438	4,885	195,658	24,563	7,970	91,876	435,519

Note: The volumes presented are not guaranteed and provided as a basis for estimates and projections.

APPENDIX B (continued)

2023 Cash Forms - WHOLESALE Estimated Volume of Pages to be Scanned Month/Type

Month	Form Type 02	Form Type 06	Form Type 07	Form Type 08	Form Type 09	Form Type 11	Form Type 27	Form Type 32	Form Type 37	Total by Month
Jan	696	528	532	3,222	1,149	44,044	25,290	1,222	11,008	87,691
Feb	3,664	10,209	572	1,414	960	39,898	46,485	116	83,424	186,742
Mar	12,060	44,187	648	2,266	1,914	32,550	131,580	176	262,256	487,637
Apr	13,272	101,193	516	2,332	2,562	31,776	146,610	2,738	483,120	784,119
May	8,944	47,010	642	1,854	1,434	36,626	190,575	7,514	412,384	706,983
June	2,144	5,226	634	4,054	1,215	10,854	251,235	1,744	45,856	322,962
July	2,000	3,273	550	2,154	597	36,056	32,760	296	22,032	99,718
Aug	2,052	3,081	712	1,766	912	32,386	31,725	160	20,976	93,770
Sept	6,908	3,537	588	3,790	1,323	29,606	75,915	1,234	24,992	147,893
Oct	3,724	14,166	528	2,136	936	35,130	113,670	244	79,104	249,638
Nov	692	1,878	640	1,682	777	32,308	19,890	208	15,472	73,547
Dec	572	648	708	2,206	876	30,082	39,600	288	9,392	84,372
Total	56,728	234,936	7,270	28,876	14,655	391,316	1,105,335	15,940	1,470,016	3,325,072

Note: The volumes presented are not guaranteed and provided as a basis for estimates and projections.

APPENDIX C

2023 Cash Forms - RETAIL Estimated Volume by Month/Type

Month	Form Type 07 Batch Type 107	Form Type 08 Batch Type 108	Form Type 11 Batch Type 111	Total By Month
Jan	1,216	21,631	1,058	23,905
Feb	1,083	4,438	528	6,049
Mar	1,192	4,510	382	6,084
Apr	1,019	4,618	852	6,489
May	1,036	9,194	686	10,916
June	1,270	29,835	391	31,496
July	1,143	5,478	910	7,531
Aug	1,043	5,902	600	7,545
Sept	1,133	36,713	386	38,232
Oct	1,042	5,751	816	7,609
Nov	1,075	4,482	544	6,101
Dec	953	19,013	368	20,334
Total	13,205	151,565	7,521	172,291

Note: The volumes presented are not guaranteed and provided as a basis for estimates and projections.

APPENDIX D

2023 Lockbox Processing Cash Volume by Month

MONTH	CASH
January	\$71,737,707
February	40,914,025
March	65,691,494
April	97,696,958
May	121,456,621
June	66,628,935
July	46,985,476
August	41,702,007
September	74,924,080
October	72,392,549
November	37,030,453
December	53,980,097
TOTAL	\$791,140,402

APPENDIX E

Acceptable Payees can be found at <https://www.ritaohio.com/Municipalities>. Note that this list of Members/taxing jurisdictions can be added and removed from this list.

APPENDIX F

POST OFFICE BOX Numbers and Uses

PO Box	Use
6600	Form Types 37 and 32 with Payment
89409	Form Type 37 with Refund
89475	Form Types 20 and 27 without Payment
94569	Form Type 07 with Payment (OCR scannable)
94582	Form Type 27 with Payment
94652	Form Type 27 with Refund requested
94653	Form Type 02 with or without Payment
94661	Form Type 06 with or without Payment
94736	Form Types 11A and 11 Multiple with/without Payment
94801	Form Type 37 without Payment
94951	Form Type 08 with Payment (OCR scannable)
94983	Form Type 11 Single with Payment (OCR scannable)
95422	Form Type 10A without Payment
715170	Form Type 17 with or without Payment

The number and location of the Post Office boxes are subject to change per RITA requirements.

APPENDIX G

FORM BATCHING

- All items submitted with a tax form must remain with that tax form.
- The mailing envelopes should be securely destroyed except when the name and/or address information on the tax form is missing or illegible. If this information is not present or readable the envelope should be attached to the tax form.
- The maximum size for each non-OCR batch will be 50 items. The maximum size for each OCR batch will be 100 items.
- Each batch will be assigned a unique batch number that is not repeated during the same calendar year.

APPENDIX H

Form Size

FORM TYPE		FORM SIZE	FORM SIZE
Form 02		8 1/2" x 2 3/4"	
Form 06		8 1/2" x 2 3/4"	
Form 07		8 1/2" x 2 3/4"	
Form 08		8 1/2" x 2 3/4"	
Form 09		8 1/2" x 11"	
Form 10A		8 1/2" x 11"	
Form 11 /11A		8 1/2" x 4"	8 1/2" x 11"
Form 20/27		8 1/2" x 11"	
Form 32		8 1/2" x 11"	
Form 37		8 1/2" x 11"	
Form 37EZ		8 1/2" x 11"	

Form size is subject to change per RITA requirements.

APPENDIX I

Form Sort Requirements

Form Type	Batch Type	Additional Notes
02	22	Form Submitted with or without Payment
06	06	Form Submitted with or without Payment
07	07	Address change or other handwritten notes on form or attachment submitted with form
07	107	No notes or attachments included with submission
08	08	Address change or other handwritten notes on form or attachment submitted with form
08	108	No notes or attachments included with submission
10A	182	Age exemption – box 1 checked
10A	183	Days worked from home – box 2 checked
10A	184	Withholding errors – box 4, 5 or 6 checked
10A	185	Days worked out – box 3 or 7 checked
10A	186	Military/Other – box 8, 9 or 10 checked
10A	187	Form 37 is included with 10A
10A	188	Business name on the form
11	11	Form submitted with payment and indicates multiple city distribution and/or address change or other notes written on or attached to form
11	111	Form submitted with payment and no notes or attachments submitted with form
11	12	Form submitted with no payment
11A	212	Form submitted with payment
11A	213	Form submitted with no payment
17	15	Form submitted with or without payment
20 or 27	27	Form submitted with payment
20 or 27	26	Form submitted indicates zero on Line 5
20 or 27	28	Form submitted indicates zero on Line 5 and Line 5B (refund box) checked
20 or 27	29	Form submitted indicates amount due on Line 5 and no payment was submitted
37	38	Form submitted with payment
37	31	Form submitted without payment and indicates Exemption
37	37	Form submitted without payment and only Section A complete – No Schedule J
37	39	Form submitted without payment and indicates amount due on Line 12
37	41	Form submitted without payment and indicates zero due on Line 12 and Refund Box checked or amount written on Line 19

APPENDIX I

Form Sort Requirements (continued)

Priorities by Type

Below are Form types listed by priority. RITA expects all form types to be worked in a timely manner, but, some like the Form 11 need to be turned around quickly.

Description
11 w & W/O Payment
11 OCR/Single Distribution
27 W/Refunds
07 W/Payment
08 W/Payment
10A's
37 W/Payment
27 w/Payment
06 W/Payment
02 W/Payment
Individual Refund 41,36,61,56
37 W/O payment 39,43,37,31
27 W/O payment 26,29

APPENDIX I

Form Sort Requirements (continued)

Additional Batch Type Information

Batch Type	Description
2	Internal batch sent to Lockbox - Cash
3	Miscellaneous Payments Without Forms - Business
4	Miscellaneous Payments Without Forms - Individual
5	Miscellaneous Payments Without Forms - Legal/Claims
6	Form 06 voucher with or without payment
7	Form 07 -Payment Plan Payments
8	Form 08 - Standard Payments
9	Form 09 - Internal Payment Form sent to the Lockbox
11	Form 11 - Employers Withholding - Cash - Monthly/Quarterly
12	Form 11 -Employers Withholding - Non-cash - Monthly/Quarterly
15	Form 17 - Employers Withholding Annual Reconciliation with or without payment
22	Form 02 voucher with or without payment
26	Form 27 - Non-cash - Zero Liability
27	Form 27 - Cash or Form 20 with cash
28	Form 27 - Non-cash Refund indicated
29	From 27 - Non-cash with a liability or Form 20 non-cash
31	Exemption Form - Individual non-cash
32	Form 32 - Cash or Non-cash
35	Form 37 - Cash or Non-cash with a Carbon w2
37	From 37 - Non-cash no Section B or Scheduled Income
38	From 37 - Cash
39	Form 37 - Non-cash
40	Internal batch sent to lockbox - Non-cash
41	Form 37 - Non-cash Refund indicated
44	Internal batch sent to lockbox - Non-cash
107	Form 07 Retail - Cash
108	Form 08 - Retail - Cash
111	Form 11 - Retail - Cash
207	Internal batch sent to Lockbox- Cash
212	Form 11A - Cash
213	Form 11A - Non-cash

APPENDIX J

Service Level Requirements

Service Type	SLA/Metric	Measurement & Reporting	Responsible Party
Mail Pickup from Post Office	Every business day mail pick-up by Vendor. Post Office trips and amount of mail picked up.	Post Office Pickup log including number of bag/trays picked up each day.	Vendor logs and forwards report monthly.
Mail Opening	Same day Mail opening, (the day it is picked up). Number of bags/trays of mail opened per business day.	Log of bags/trays of mail opened each day.	Vendor logs and forwards report monthly.
Daily Delivery to RITA of Forms and Accompanying Documentation	Daily Delivery to RITA before 3:00 p.m. within two (2) working days of vendor receipt.	Daily receipt log verifying actual delivery prior to RITA prior to 3:00 p.m. each business day.	RITA logs receipts and forwards to Records Processing Manager in a monthly summary report.
Copies of imaged or scanned checks on request	Actual receipt of imaged checks within two (2) business days of request.	RITA personnel initiate request to Vendor and track completion based on returned image receipt time.	RITA personnel notify Records Processing Manager of non-conformance as noted in service request tracking.
Electronic Interfaces from Vendor	Daily electronic file receipts from Vendor.	Log of interfaces sent to RITA.	Vendor.
Electronic Interfaces to Vendor	Vendor interface jobs run within 24 hours of receipt from RITA.	Log of interfaces received and actual processing by the Vendor.	RITA tracks interfaces forwarded to Vendor. Vendor logs receipt and processing date/time.

Status Meeting Requirements

During New Implementation

- Weekly status meetings held via Zoom or other on-line meeting platform.
- Additional meetings possible as needed by the vendor and RITA via Zoom or other on-line meeting platform.
- Follow up meetings scheduled after Go-Lives to touch base via Zoom or other on-line meeting platform.
- Vendor must be open to onsite visits from RITA with at least a 24-hour notice given prior.

Standard Yearly Meetings and Updates

- January – Kick off to Tax Season meeting via Zoom or other on-line meeting platform.
- During Tax season February thru the end of it twice weekly updates on mail tray volume to be extracted by box, trays ready to be imaged by box and oldest receipt date by box. These updates can be sent via e-mail.
- If needed Vendor will also be available for Zoom or other on-line meeting platforms during tax season
- August – Lesson’s learned meeting via Zoom or other on-line meeting platform. Discuss how the Tax Season played out. The good, the bad, ideas for the next year.
- Vendor must be open to onsite visits from RITA with at least a 24-hour notice given prior.

APPENDIX K

Sample Forms

Sample forms are available to review at www.ritaohio.com. Select forms on the left side tool bar to review by Individual and Business tax type.