

**State of Delaware**  
**ARMORED CAR, SERVICES**

**Request for Proposal**  
**Contract No. GSS-MU-08-034-VM**

**QUESTIONS & ANSWERS**

**SEPTEMBER 8, 2008**

<b>Question</b>	<b>Section</b>	<b>Question and Answer</b>
#1	General	What is the Agency currently paying for this service?  <b>Approximately \$450,000 annually</b>
#2	General	Are there any MBE/WBE requirements?  <b>No</b>
#3	General	Are MBE/WBE requirements mandatory?  <b>No</b>
#4	General	Can the Contractor request a waiver of the MBE/WBE requirements?  <b>N/A</b>
#5	General	Please explain the State's requirements for the same day/next day deposits? (Friday-Saturday- Sunday)  <b>The requirement is for funds collected to be deposited the next banking business day.</b>

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#6	General	Regarding Toll Booths – If damaged and unusable, how does the Contractor acquire replacement vaults/coin holders? <b>Damaged/unusable vaults are to be turned into Toll Operations. Toll Operations will provide replacement vaults.</b>
#7	General	What are the guidelines of obtaining replacement vaults? <b>Vendor must report damaged/unusable vault as soon as possible to the Toll Facility Plaza Manager. The Plaza Manager will issue replacements</b>
#8	General	What happens on service day if the credit card used to gain access to vaults does not work? <b>The “credit card” referenced is actually a security card. Toll Operations is a 24/7 operation. An intercom tied directly to the main control room for each facility is located at all non-manned toll collection locations. The issue can be discussed with a Tolls staff member and/or a staff member can be dispatched immediately if necessary.</b>

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Question	Section	Question and Answer
#9	General	What are the procedures the Contractor should follow if the credit card used to gain access to the vaults does not work? <b>See answer to #8 above.</b>
#10	General	On the service day at a coin machine does the Contractor leave with a “said to contain” printout of each machine? <b>If the question is about the vaults the response is “no”, but the vaults are sealed and locked.</b> <b>If the question is about the bill changers there is a counter for the number of bills.</b>
#11	General	Where will the Contractor’s truck park while servicing the coin machines? <b>Contractor must park on the shoulder or in the median to service both the vaults and the bill changers.</b>

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<b>Question</b>	<b>Section</b>	<b>Question and Answer</b>
#12	Pg 42	Please provide the approximate number of checks? <b>Approx. 1500 checks/mo.</b>
#13	Pg 43	What is the liability amount for checks (last four locations)? <b>\$6,000,000.00/mo.</b>
#14	Pg 15	This type of insurance coverage is not normally provided by armored car carriers. Would the Agency agree to waive these requirements and accept "All Risk" cargo coverage in lieu of Medical/Professional Liability, Miscellaneous Errors and Omissions and Product Liability? <b>NO.</b>

Question	Section	Question and Answer
#15	Pg 40	<p>Will each using State Agency issue their own purchase order?</p> <p><b>Yes</b></p>
#16	Pg 40	<p>Will a new purchase order or contract modification be made to document job request for service under this contract?</p> <p><b>Yes</b></p>
#17	Pg 40	<p>How much advance notice will be provided to the Contractor that a job request or new service will be required?</p> <p><b>Enough advanced notice for the Contractor to coordinate pick up</b></p>
<b>Question</b>		
#18	Pg 41	<p>Is there any flexibility in the pickup times provided?</p> <p><b>Yes</b></p>
#19	Pg 41	<p>Can the bidder provide alternative pickup times?</p> <p><b>Yes</b></p>
#20	Pg 41	<p>How many items are presented for pickup at each location or collection point?</p> <p><b>Toll Operations – each of the 3 shifts deposits’ are bagged together. Depending on the day of the week the number of aggregated bags could vary from 1 per shift to 4 for shift depending on the weight.</b></p>

Question	Section	Question and Answer
#21	Pg 41	What is the weight of a full vault? <b>Range in weight from 30 to 50 lbs.</b>
#22	Pg 41	What are the dimensions of a vault? <b>15 inches long X 7 inches high X 7 inches wide. Lockable.</b>
#23	Pg 41	Is the deposit for the Division of Revenue mostly checks? <b>Yes</b>
#24	Pg 41	Please clarify the pickup windows for the Division of Revenue? <b>Cash, 1<sup>st</sup> floor cage. Checks, 9<sup>th</sup> floor lobby. Camera active.</b>
#25	Pg 41	What is the latest that an after 6:00 p.m. pickup can be made? <b>Tolls – by 7:00 pm, otherwise the vaults will be over filled.</b>
#26	Pg 41	Which locations require same day delivery to the bank? <b>DOR- yes, 7 pm for checks same day</b>
#27	Pg 41	What time must delivery be made to the depository to meet a same day delivery requirement? <b>DOR – 7 pm Tolls – by 7:00 p.m.</b>
#28	Pg 41	Can the agencies or collection points identify the maker of a check in the event it is lost or stolen? <b>DOR- checks are encoded and microfilmed before they are boxed unless encoder is down then put a note in the box so it can be done at Citizens.</b>
#29	Pg 41	Is the carrier permitted to be armed in the performance of their duties at all locations and pickup points? <b>Yes (revised answer)</b>

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#30	Pg 41	Where is the carrier permitted to park at each location or pickup point to perform service? <b>DOR – anywhere in front of the building</b> <b>Tolls – at each Plaza there is a designated door for Armored car pick up. Also see response to question #11.</b>
#31	Pg 41	Please identify what floor the location or collection point is on for all agencies. <b>DOR – Cash, 1<sup>st</sup> floor cage. Checks, 9<sup>th</sup> floor lobby.</b> <b>Tolls – street level</b>
#32	Pg 41	How long does the current carrier typically spend at each location or collection point to provide this service? <b>DOR – Cash approximately a minute. Checks no more than 5 minutes if boxes need to be wrapped.</b> <b>Tolls – to service the 3 main Plazas approx. 5 minutes. To service the vaults approx 5 minutes per vault.</b>
#33	Pg 41	Does each agency separate cash, coin, and checks within the deposit bags? <b>DOR – Yes</b> <b>Tolls – N/A</b>
#34	Pg 41	Please identify the name, address, and zip code for the depository used by each Location or Collection Point. <b>DOR – Citizens Bank 10<sup>th</sup> and Market Street, Wilmington for Cash.</b> <b>Citizens Bank 801 Market Street, Philadelphia for Checks.</b> <b>Toll Operations – Wilmington Trust’s cash processing is located at 320 Water Street, Wilmington, DE</b>
#35	Pg 44	Paragraph A require periodic meetings with representatives of Agencies. How often are these meetings held now? <b>Tolls - When needed due to operational issues.</b>
#36		Who is responsible for scheduling meetings? <b>Tolls will schedule through the Contractor’s identified coordinator.</b>
#37		Where are these meetings currently being held? <b>Tolls – could be any one of the 4 facilities listed.</b>

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#38		<p>Paragraph B indicates that it is the responsibility of the Contractor to complete an on site visit and site inspection of the Agency to be serviced. When can on site visits be made by the Contractor?  <b>Tolls - Monday – Friday with prior coordination.</b></p>
#39		<p>Will an Agency representative be available at each location to accompany the Contractor on a site visit?  <b>Tolls - again with notice a Tolls Rep will be available.</b></p>
#40		<p>Please explain what is meant by “all coins shall be suitably wrapped or bagged by the Contractor.”  <b>Tolls – this will be a non-issue with the addendum to the RFP.</b></p>
#41		<p>What is the State currently paying for coin/currency processing?  <b>Tolls – the awarded amount in the previous contract.</b></p>
#42		<p>Please provide the volumes by denominations of the coins/currency to be processed by the Contractor.  <b>Tolls - see estimated amounts per location in Appendix A on page 41</b></p>
#43		<p>What does each Agency consider as “suitably wrapped or bagged” coins?  <b>See response to Question #40.</b></p>
#44		<p>Please explain what is meant by “the Contractor shall submit to the State security clearance procedures which Contractor employees are subject to.”  <b>Tolls - The current procedure is the contractor supplies a list with names, photos of their staff with signatures to verify staff identities.</b></p>
#45		<p>What security clearances are required? Is a valid State license considered a suitable security clearance? <b>See response to #44</b></p>

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#46		Please explain what is meant by Paragraph F that state coin vaults are “pulled by the Contractor to the count room.” <b>Tolls – see change made in the addendum.</b>
#47		How are these coin vaults “pulled” by the present Contractor? <b>Tolls – see response to Question #8. Swipe the security card, which gives access to vault.</b>
#48		What equipment is used by the current Contractor to provide this service? <b>Tolls - see responses to Questions #8, 10, 11 and 47.</b>
#49		Paragraph IV indicates that the State may request with advance notice to have multiple pickups during peak periods. How much notice is typically given for extra pickup requirements? <b>Enough advanced notice for the Contractor to coordinate pick up</b>
#50		Please explain what is meant by “peak” periods. <b>Tolls – extremely high traffic demands on Holiday weekends</b>
#51		When do “peak” periods typically occur? <b>Tolls – extremely high traffic demands on Holiday weekends</b>
#52		Which State Agencies or Collection Points have required extra pickups during the previous contract term? <b>Tolls - maybe one in the last contract period</b>
#53		Paragraph IV required the bidder to provide daily cost which will encompass both the delivery and processing charges for extra days. Please identify the volume by denominations to be processed as part of an extra day’s daily requirement.

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#53		<b>Tolls – this will be a non-issue in the addendum issued.</b>
#54		Where are extra pickups to be delivered? <b>Tolls – to the cash processing center. See changes in the addendum.</b>
#55		Are the fees paid to the Contractor for extra pickups after hours different than the fees for extra pickups during business hours? <b>Please identify these charges if they are different in the Response to the Proposal.</b>
#56		Are the fees paid to the Contractor for extra pickups on weekends or holidays different than the fees paid for extra pickups performed Monday through Friday? <b>Please identify these charges if they are different in the Response to the Proposal.</b>
#57		Regarding the requirement for restocking of the bill changers equipped with any security devices such as Kaba Mas locks? <b>Tolls will issue the appropriate keys to the awarded vendor.</b>
#58		Does the restocking of bill changers occur under camera? <b>Yes</b>
#59		Is the cash loaded into the changers on site? <b>Yes</b>
#60		How much notice will be provided to the Contractor that an audit of a machine will be performed by the State? <b>None</b>
#61		Please identify all parties who have access to the bill changers. <b>Tolls control room staff.</b>

#62		<p>What is the Contractor's liability with regard to the contents of the bill changers?  <b>Tolls - Maintain the agreed upon set amounts to ensure customer service.</b></p>
#63		<p>Please explain the procedure for removing the paper currency from the bill changer machines.  <b>Tolls - There are two vessels in which the paper money is mechanically placed, the bills are removed by hand.</b></p>
#64		<p>Is the coin loaded into the machine to be rolled?  <b>No</b></p>
#65		<p>Is the coin loaded into the machine manually?  <b>Yes</b></p>
#66	Pg 48	<p>Please provide the current route structure and estimated times of arrival and departure for each location by the current service provider.  <b>See Appendix A</b></p>
#67		<p>Please provide the State's preferred data transmission process.  <b>Tolls – see changes in the addendum.</b></p>
#68		<p>Paragraph F indicates that the carrier must have the capability for Bank interfacing with the current banking institutions. Please identify what interfacing procedures are currently used.  <b>See changes in the addendum.</b></p>
#69		<p>Please identify what interfacing requirements must be met by the Contractors.  <b>See changes in the addendum.</b></p>

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#70		Please explain what is meant by the requirement to “include time constraints involved in both normal and emergency conditions.” <b>Requirement deleted</b>
#71		What is meant by “emergency conditions”? <b>Requirement deleted</b>
#72		Please provide examples of the time constraints currently in place for both normal and emergency conditions. <b>Requirement deleted</b>
#73	Pg 49	Please explain what resources are needed to implement an electronic interface between the carrier, Del Dot, and the State. <b>See changes in the addendum.</b>
#74		What are the file specifications for completing this interface? <b>See changes in the addendum.</b>
#75		What are the requirements for an Electronic Transfer System of deposit information with the State’s Transportation Fund and Revenue Collection Points? <b>See changes in the addendum.</b>
#76		What time will the transmissions from the State to the Contractor be made to initiate conditional credit for daily deposits? <b>See changes in the addendum.</b>
#77		Do these transmissions from the State occur 365 days a year? <b>See changes in the addendum.</b>
#78		What is the required time frame for transmission to the State

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		of deposits? <b>See changes in the addendum.</b>
#79		Are transmissions to the State required 365 days a year? <b>See changes in the addendum.</b>
#78		What security procedures are in place for State's computer to transmit and receive deposit data from the Contractor? <b>See changes in the addendum.</b>
#79		What is meant by "after successful transmittal of a file to the bank, the Contractor will drop off a confirmation file"? <b>See changes in the addendum.</b>
#80		What is the preferred format for a confirmation file? <b>See changes in the addendum.</b>
#81	Money Counting Services	How many vaults does the State require the Contractor to store for clients? <b>Tolls – enough to maintain an appropriate level of replacements.</b>
#82		How will the Contractor receive the vaults for storage? <b>Tolls – from the specific facility Plaza Manager</b>
#83		How will the Contractor be notified that a client wishes to receive the stored vault(s)? <b>The Contractor will carry replacement vaults on their trucks. When a vault is pulled from a location an empty vault will be put in its place by the Contractor.</b>
#84		How much notice is provided that a client required delivery of a stored vault? <b>See response to #83</b>
#85		How is the State to be invoiced for the storage of the vaults? <b>This if for the Contractor's convenience. Storage costs</b>

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		<b>should not be charged.</b>
#86		What is the replacement value of a stored vault? <b>Approximately \$1200.00.</b>
#87		What equipment is currently used to “dump” the contents of vaults? <b>See changes in the addendum.</b>
#88		Can coins be wrapped in either paper or plastic wraps? <b>Yes</b>
#89		Where do the funds come from for change machines? <b>Tolls – either purchased from the Bank or purchased from the Collectors coins.</b>
#90	Pg 15	Can we use the current Performance Bond associated with the current contract between the State of Delaware and Garda? <b>Yes</b>
#91	Pg 32	After reading the RFP I noticed under the “Deposit Credit Section” it states that the deposits can be delivered to the designated bank within 24 hours or next business day. Could you please confirm this deadline? There were a couple of questions concerning this information in yesterday’s meeting and I just wanted to make sure this is clarified? <b>See changes in the addendum.</b>
#92		Can you please confirm that the designated depository will accept the State’s deposits along with all the other commercial deposits, by 7:30 PM EST for same day credit? <b>Yes</b>
#93	Pg 32/33	The RFP is requesting an Electronic Transfer System. Please explain what funds the State will require armored vendor to wire and to what account will they be wired to? In

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		this section is the “vendor” the armored carrier or the bank? <b>See changes in the addendum.</b>
#94	Pg 34	Can we request a post-bid meeting now to go over the bid in more detail and answer any questions pertaining to our bid? <b>No</b>
#95	Pg 47	Can you please confirm that the vendor will be permitted to park in the lane to stop traffic in order to service the Bill Changers? <b>The Contractor may not stop in the lane in order to service the bill changer unless the Contractor provides approved Maintenance of Traffic to meet DOT’s Safety rules.</b>
#96	Pg 48	Can you please define ”Interfacing” as it relates to line “F”? this section is the “vendor” the armored carrier or the bank? <b>See changes in the addendum</b>
#97	Pg 52	To provide the service requested within this section the vendor must hold a “no interest earning inventory” of coin within their facility. Is the State aware of this fact? <b>No</b>
#98	Section 65	Outside the special processing for the Delaware Turnpike, the bank must share this information with the State, is this correct? <b>See changes in the addendum</b>
#99	Section 66	Armored vendor would transport checks but cannot report check discrepancies, is this correct? <b>Yes</b>
#100	Section 67	As it is described in this section, this system would be required of the bank, not the armored vendor. Is this correct? <b>See changes in the addendum</b>

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#101	Section 68	The armored vendors understand that they must transport the deposits to the designated depository within the noted timeframe and is aware of the penalties if they fail to do so. However, it is the bank's responsibility to issue timely credit to the State's account under the guideline's noted with in this section. Is this correct? <b>Yes</b>