

Section 3.4.4 Pricing Response (Note: pg 15) is amended to add the following at the end of the first paragraph of the Note:

Additionally, the total ceiling percentage for any price adjustment is an average of the prior term, not the aggregate. For example, if the CPI is the governing index and it went up 2% in year one of the Initial Term, 1% in year two of the Initial Term, and 3% in year three of the Initial Term, the proposed adjustment would be capped at the average of the three years, i.e. 2% not 6%.

See Response Q8

Section 3.4.5 Security Response and Attachment G, Security Certification

Statement is amended to change the date required to meet the security requirements as follows:

All security requirements (physical, personnel, and information technology) must be met within 30 days prior to the beginning of any actual lockbox processing operations, instead of within 30 days of signing the DFA as currently indicated.

See e.g., Response Q3, 14, 34

See e.g., Technical Q1, 2

Section 4.4.1, Mail Processing, #9, is amended by changing the second sentence to read:

At a minimum, this will include marking the envelope with a “C” (for correspondence) and an ID Number and forwarding the item to the agency.

See Technical Q36

Section 4.5, Credit Card Processing Fields, is amended as follows:

delete item #7 (Field to capture security codes)

See Technical Q124 and 125

Section 4.8 Contractors, is amended to add the following at the end of the section:

The requirements of this section 4.8 do not apply to vendors (e.g., janitors, guards, and couriers) unless specified in a SOW. However, such vendors are subject to the requirements of section 4.10 of the IEI and must meet all applicable security standards set forth in that section.

See Technical Q138

Section 4.9.5 Document Retention/Schedules is amended to read as follows:

A QLP (and its approved contractor(s)) performing general lockbox services for a Federal government agency shall maintain all books, records, reports, documents, and other evidence related to the performance of services, which will, among other things, properly support all claims for compensation, lockbox processing, and deposit activity. Unless specified elsewhere in these Technical Requirements or in writing from FMS, the QLP shall retain such documents for a period of 6 years, 7 months. FMS reserves the right to examine, audit and obtain copies of any of the above without substantial delay and without charge. Due to continuing litigation, the QLP must retain indefinitely (until further notice) all SF 215s, SF 5515s, and any supporting documentation associated with transactions relating to deposits received for the following Federal agencies:

1. U.S. Department of Homeland Security/Bureau of Customs and Border Protection,
2. U.S. Department of the Treasury/Treasury Tax Bureau, and U.S. Department of Justice/Bureau of Alcohol, Tobacco, Firearms and Explosives
3. U.S. Department of the Interior and all bureaus and agencies of the Department of the Interior.

As necessary, FMS may instruct the QLP that it must retain documents as required by any litigation involving FMS.

Section 4.10.5 Badges will be amended to delete the first paragraph and replace it with the following:

Anyone who enters the general lockbox processing area must wear an identification badge. The guard must issue an identification badge to visitors, temporary employees, and any person who has not met the background screening requirements. The guard must also issue an identification badge to any person who has met the background screening requirements but who does not have his or her badge at the time. Anyone who has not completed the background investigation requirements (and thus, does not have approved staff-like access) must be escorted at all times by a bank employee with approved staff-like access.

See Technical Q170

Section 4.10.9, Courier service driver procedures is amended as follows:

delete number 4, "Travel in pairs"

See Technical Q188, 220

Appendix #2 Technical Evaluation Criteria, Record Retention is amended to read as follows:

1. Retention of all forms of lockbox collection service documents or records as required under the IEI. See e.g., IEI, Section 4.9.5

