



Request for Proposals # 274-FIN2026-01

Title: Lockbox Remittance Services

Issue Date: May 14, 2026

Due Date: June 18, 2026 no later than 3:00PM EST

LATE PROPOSALS WILL NOT BE ACCEPTED

Issuing Department: Finance

Direct all inquiries concerning this RFP to:

David Fitzgerald

Manager-Revenue Services

Email: david.fitzgerald@raleighnc.gov

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1 INTRODUCTION

1.1 Purpose

The City of Raleigh (COR) is soliciting proposals from one or more firm(s) with which to contract for the following services:

The City of Raleigh is seeking a qualified company to deliver Lockbox Remittance Services for Water, Sewer and Solid Waste services including, but not limited to, payment processing and depositing capabilities, all personnel, equipment, work and storage space and transportation for pick-up and delivery of payments associated with the services.

A detailed scope of services is provided in Section 4 of this document.

All information related to this solicitation, including any addenda, will be posted to the North Carolina electronic Vendor Portal (eVP) at <https://evp.nc.gov/>.

All questions and any correspondence regarding this RFP shall be directed to the City's Point of Contact by email. * NO PHONE CALLS*

Contact Name	Email Address
David Fitzgerald	david.fitzgerald@raleighnc.gov

1.2 Background

The City of Raleigh, the Capital City of North Carolina, remains one of the fastest growing areas in the country. A great economy, top educational institutions, and exceptional health care facilities are some of the characteristics that attract people to the triangle area. The mild climate, diverse work force and proximity to Research Triangle Park combine to make Raleigh a great place to live.

Raleigh is a 21st Century City of Innovation focusing on environmental, cultural, and economic sustainability. The City conserves and protects our environmental resources through best practice and cutting-edge conservation and stewardship, land use, infrastructure and building technologies. The City welcomes growth and diversity through policies and programs that will protect and enhance Raleigh's existing neighborhoods, natural amenities, history, and cultural and human resources for future generations. The City leads to improve quality of life for neighborhoods and standard of living for all citizens. The City works with universities, colleges, citizens, and local partners to promote new technology, create new job opportunities, and encourage local businesses and entrepreneurs. The City enlists and prepares 21st Century staff with the skill sets to carry out the duties of the City through transparent civic engagement and by providing the very best customer service to our citizens.

The City of Raleigh serves approximately 220,000 water, sewer and solid waste customers. Because these services generate a high volume of recurring customer

payments, the City is seeking a qualified Lockbox Remittance Services provider to ensure efficient, secure, and cost-effective processing of mail-in utility payments.

Current environment includes:

1. Average daily volumes:
 - a. Remittance stubs: 742
 - b. Checks: 553.

2. Raleigh receives the physical correspondence items from the lockbox, while checks and remittance documents are imaged. This information is provided online by our processor.

3. Current Remittance Address:
 - City of Raleigh
 - PO Box 71081
 - Charlotte, NC 28272-1081

1.3 Request for Proposal (RFP) Timeline

Provided below is a list of the anticipated schedule of events related to this solicitation. The City of Raleigh reserves the right to modify and/or adjust the following schedule to meet the needs of the service. All times shown are Eastern Time (EST):

RFP Process	Date and Time
RFP Date	May 14, 2026
Pre-Proposal Meeting/Site-Visit (if required)	N/A (none)
Deadline for Written Questions	May 27, 2026
City Response to Questions (anticipated)	June 5, 2026
Proposal Due Date and Time	June 18, 2026, 3:00 pm EST
Selection Announced (tentative)	August 18, 2026

1.4 Pre-Proposal Conference

If the City of Raleigh elects to conduct a Pre-Proposal Conference or Site Visit, attendance by prospective proposers is strongly encouraged but is not mandatory. Prospective Proposers are encouraged to submit written questions in advance. Date, time, and location of pre-proposal conference is shown above in the RFP Timeline (Section 1.3).

1.5 Proposal Questions

Requests for clarification and questions to this RFP must be received by the City not later than the date shown above in the RFP Timeline (Section 1.3) for the submittal of written inquires. The firm’s failure to request clarification and submit questions by the date in the RFP Timeline above shall be considered to constitute the firm’s acceptance of all City’s terms and conditions and requirements.

The City shall issue addenda reflecting questions and answers to this RFP, if any, and shall be posted to North Carolina electronic Vendor Portal ([eVP](#)). No information, instruction or advice provided orally or informally by any City personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Proposers can only rely on written material contained in an Addendum to this RFP.

It is important that all Proposers submitting to this RFP periodically check [eVP](#) for any Addenda. It is the Proposers responsibility to ensure that all addenda have been reviewed and, if required signed and returned.

All questions related to this solicitation must be submitted in writing (via email) to the following individual – questions submitted via telephone will not be answered. Please include the following in the email subject line: **274-FIN2026-01 Questions**.

Contact Name	Email Address
David Fitzgerald	david.fitzgerald@raleighnc.gov

1.6 Proposal Submission Requirements and Contact Information

Proposals must follow the format as defined in Section 2 (PROPOSALS), and be addressed and submitted as follows:

<u>DELIVERED BY US POSTAL SERVICE MAIL:</u>	<u>DELIVERED BY OTHER DEIVERY SERVICES:</u>
City of Raleigh RFP No. 274-FIN2026-01 <i>Lockbox Remittance Services</i> ATTN: David Fitzgerald PO Box 590 Raleigh, NC 27602	City of Raleigh RFP No. 274-FIN2026-01 <i>Lockbox Remittance Services</i> ATTN: David Fitzgerald 222 W Hargett St, Room 118 Raleigh, NC 27601

Proposals must be enclosed in an envelope or package and clearly marked with: the **name of the submitting company**, the **RFP number 274-FIN2026-01** and the **RFP Title: Lockbox Remittance Services**.

Proposers must submit:

- A. one (1) signed original;
- B. one (1) electronic version of the signed proposal and;

The electronic version of the Proposal must be submitted as a viewable and printable Adobe Portable Document File (PDF) on a USB Flash Drive. The PDF must not be password-protected, encrypted, or otherwise restricted and must be fully accessible for City review, evaluation, reproduction, and record retention. Proposals submitted with access restrictions may be deemed non-responsive.

If the proposer elects to mail in its proposal, they must allow sufficient time to ensure the City's proper receipt of the package by the time specified in the RFP Timeline (Section 1.3). Regardless of the delivery method, it is the responsibility of the proposer to ensure that their proposal arrives at the designated location specified in this Section by the due date and time specified in the RFP Timeline (Section 1.3). Proposals that arrive after the due date and time will not be accepted or considered for any reason whatsoever

Proposers must respond to the entire Request for Proposals (RFP) and must complete and submit all required attachments and appendices as part of their proposal. Any incomplete proposal may be eliminated from competition at the discretion of the City of Raleigh. The City reserves the right to reject any or all proposals for any reason and to waive any informality it deems in its best interest.

1.7 Business Engagement & Opportunities

The City of Raleigh maintains processes to conduct business with all business enterprises, including small, emerging, growing, under-capitalized, and under-resourced firms or organizations.

1.8 Rights to Submitted Material

All proposals and supporting materials, as well as correspondence relating to this RFP, shall become the property of the City. The content of all submittals will be held confidential until the selection of the firm is made. Proposals will be reviewed by the Evaluation Team, as well as other City staff and members of the general public who submit public record requests. ***Any proprietary data must be clearly marked.*** In submitting a Proposal, each Prospective Proposer agrees that the City may reveal any trade secret materials contained in such response to all City staff and City officials involved in the selection process and to any outside consultant or other third party who serves on the Evaluation Team or who is hired by the City to assist in the selection process.

Proposals marked entirely as “confidential”, “proprietary”, or “trade secret” will be considered non-responsive and will be removed from the evaluation process.

1.9 Communications

All communications of any nature regarding this RFP with any City staff, elected City officials, evaluation committee members, are strictly forbidden from the time the solicitation is publicly posted until award. Questions must be submitted in writing to the individual designated in Section 1.1 (Purpose), prior to the deadline provided in the RFP Timeline (Section 1.3). Violation of this provision may result in the firm's proposal being removed from consideration.

1.10 Lobbying

By responding to this RFP, the firm certifies that it has not and will not pay any person or firm to influence or attempt to influence an officer or employee of the City or the State of North Carolina, or any elected official in connection with obtaining a contract as a result of this RFP.

1.11 Conflicts of Interest

City of Raleigh contracts are controlled by three conflict of interest provisions.

First, federal procurement standards provide in 2 CFR 200.318 (c)(1),

No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a Federal award if he or she has a real or apparent conflict of interest. Such a conflict of interest would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or a firm which employs or is about to employ any of the parties indicated herein, has a financial or other interest in or a tangible personal benefit from a firm considered for a contract. The officers, employees, and agents of the non-Federal entity may neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts.

Similarly, the North Carolina General Statutes provides a *criminal* statute for conflicts of interest in public contracting. N.C.G.S. § 14-234(a):

(1) No public officer or employee who is involved in making or administering a contract on behalf of a public agency may derive a direct benefit from the contract except as provided in this section, or as otherwise allowed by law. (2) A public officer or employee who will derive a direct benefit from a contract with the public agency he or she serves, but who is not involved in making or administering the contract, shall not attempt to influence any other person who is involved in making or administering the contract. (3) No public officer or employee may solicit or receive any gift, favor, reward, service, or promise of reward, including a promise of future employment, in exchange for recommending, influencing, or attempting to influence the award of a contract by the public agency he or she serves.

City of Raleigh Charter Section 3.9 regulates private transactions between the City and its officials and employees. The Charter states:

No member of the City Council, official, or employee of the City of Raleigh shall be financially interested, or have any personal beneficial interest, either directly or indirectly, as agent, representative, or otherwise, in the purchase of, or contract for, or in furnishing any materials, equipment or supplies to the City of Raleigh, nor shall any official or employee of the City of Raleigh accept or receive, or agree to accept or receive, directly or indirectly, from any person, firm or corporation to whom any contract may be awarded or from whom any materials, equipment or supplies may be purchased by the City of Raleigh, by rebate, gift, or otherwise, any money or anything of value whatsoever, or any promise, obligation or contract for future reward or compensation, for recommending or procuring the uses of any such materials, equipment or supplies

by the City of Raleigh; no member of the City Council, official or employee of the City of Raleigh shall for his own personal benefit operate, directly or indirectly, any concession in any building or on any lands of the City of Raleigh, nor shall any official or employee of the City of Raleigh bid for or be awarded any contract granting concessionary rights of any nature or kind from the City of Raleigh; it shall be unlawful for any member of the City Council, official or employee of the City of Raleigh to bid for or to purchase or to contract to purchase from the City of Raleigh any real estate, equipment, materials, or supplies of any nature or kind whatsoever, either directly or indirectly, at either public or private sale, either singly, or through or jointly with any other person.

1.12 Proposer Expenses

The City of Raleigh will not be responsible for any expenses incurred by any Proposer in the development of a response to this Request for Proposal or any other activities associated with this procurement including but not limited to any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to City of Raleigh and/or its representatives. Further, the City of Raleigh shall reserve the right to cancel the work described herein prior to issuance and acceptance of any contractual agreement/purchase order by the recommended Proposer even if the awarding authority for each entity has formally accepted a recommendation.

1.13 Proposer Acceptance

Submission of any proposal indicates a Proposer's acceptance of the conditions contained in this RFP. Furthermore, the City of Raleigh is not bound to accept a proposal on the basis of lowest price, and further, the City has the sole discretion and reserves the right to cancel this RFP, and to reject any and all proposals, to waive any and all informalities and/or irregularities and reserves the right to re-advertise this RFP with either the identical or revised scope and specifications if it is deemed to be in the best interests of the City to do so.

The City of Raleigh reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Proposers if it is deemed in the best interest of the City to do so. Moreover, the City reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the City.

2 PROPOSALS

Submitted proposals must follow the format outlined below. The City may reject as non-responsive at its sole discretion any proposal that does not provide complete and/or adequate responses or departs in any substantial way from the required format.

2.1 Request for Proposals Required Document Format

Proposals should be on 8-1/2" x 11" (A4-sized) paper, printed on both sides, bound with only removable clips or staples (no 3-ring binders), and divided into sections using tabs to easily identify and separate each section as follows:

2.1.1. Section/Tab 1: Cover Letter

Provide an introduction letter summarizing the unique proposal of your firm to meet the needs of this service requirement. This letter should be presented on the firm's official letterhead and signed by an authorized representative who has the authority to enter into a contract with the City on behalf of the firm. Additionally, include the name, address, telephone and email address of the individual who serves as the point of contact for this solicitation.

2.1.2. Section/Tab 2: Corporate Background and Experience

Include background information on the firm and provide detailed information regarding the firm's experience with similar projects. Provide a list of all similar contracts performed within the past five (5) years, accompanied by at least three (3) references, including the contact person, firm name, telephone number, and email address. These references should be current customers who use your retail and electronic lockbox services, preferably organizations within our industry or with comparable processing needs, volumes, and payment types. Include a mix of long-standing and recent customers and indicate how long each client has been.

Include the total amount invoiced for each listed project, the length of the project, and list of those involved in the project who are also proposed for the subject project named in this solicitation. Failure to provide a list of all similar contracts in the specified period may result in the rejection of the firm's proposal. The evaluation team reserves the right to contact any or all listed references, and to contact other public entities regarding past performance on similar projects.

2.1.3. Section/Tab 3: Financial Information

Review and provide one of the following three (3) financial statement options:

1. Recent audited or reviewed financial statements prepared by an independent certified public accountant (CPA) that shall include, at a minimum, a balance sheet, income statement (i.e., profit/loss statement) and cash flow statement **and**, if the audited or reviewed financial statements were prepared more than six (6) months prior to the issuance of this RFP, the Proposer shall submit its most recent internal financial statements (balance sheet, income statement and cash flow statement or budget with entries reflecting revenues and expenditures from the date of the audited or reviewed financial statements to the end of the most recent financial reporting period (i.e., the quarter or month preceding the issuance date of this RFP)).

OR

2. Recent compiled financial statements prepared by an independent CPA that shall include, at a minimum, a balance sheet, income statement (i.e., profit/loss statement) and cash flow statement **and**, if the compiled financial statements were prepared more than three (3) months prior to the issuance of this RFP, the Proposer shall submit its most recent internal financial statements (balance sheet, income statement and cash flow statement or budget with entries reflecting revenues and expenditures to date), and other evidence of financial stability such as most recently filed income tax return, evidence of a line of credit/loans/other type of financing with statement of amount in use/outstanding balance (e.g., a complete copy commitment

letter, loan agreement, billing statement reflecting the line of credit or statement from lender acknowledging the commitment to fund the Proposer's stated financing), personal guaranty with copies of personal income tax filing and statement of net worth or such other evidence that is accurate, reliable and trustworthy regarding the Proposer's financial stability.

OR

3. Include a certified, signed statement from a licensed CPA regularly engaged in the review of the firm's financial information verifying the financial viability of the firm.

All financial information, statements and/or documents provided in response to this solicitation shall be kept confidential provided that EACH PAGE is marked as follows: "CONFIDENTIAL – DO NOT DISCLOSE EXCEPT FOR THE EXPRESS PURPOSE OF PROPOSAL EVALUATION."

"Recent" shall be defined as financial statements that were prepared within the 12 months preceding the issuance date of this RFP.

Consolidated financial statements of the Proposer's parent or related corporation/business entity shall not be considered, unless: (1) the Proposer's actual financial performance for the designated period is separately identified in and/or attached to the consolidated statements, (2) the parent or related corporation/business entity provides the State with a document wherein the parent or related corporation/business entity will be financially responsible for the Proposer's performance of the contract and the consolidated statement demonstrates the parent or related corporation's/business entity's financial ability to perform the contract, financial stability and/or such other financial considerations identified in the evaluation criteria; and/or (3) Proposer provides its own internally prepared financial statements and such other evidence of its own financial stability identified above.

The firm's failure to provide any of the above-referenced financial statements may result in the proposal being removed from consideration. Proposers are also encouraged to explain any negative financial information, and to provide documentation supporting those explanations and demonstrating the financial strength of the firm.

2.1.4. Section/Tab 4: Project Understanding, Approach and Schedule

Provide a comprehensive narrative, outline, and/or graph demonstrating the firm's understanding and approach to accomplishing the Scope of Work section of this RFP.

The proposer shall, at a minimum provide a proposed solution to the following:

1. Firm name and business address of proposed lockbox processing center.
2. List your schedule for post office pickups of retail lockbox mail for weekdays, weekends and holidays. List holiday calendar when processing will not take place. List your average number of lockbox mail pickups each day.

3. Provide a detailed step-by-step review of your operations that provide a turn-key solution for the City's processing needs of utility bills.
4. Do you have a unique five-digit zip code assigned exclusively for receipt of retail lockbox items? If you have a unique zip code, is it included in the post office's first sorting pass? If you do not have a unique zip code, do you have a zip plus four and is it included on the first sorting pass?
5. Who performs the fine sort per box number, you or the post office? If you sort lockbox mail, describe the mail sorting operation. Include manual and automated handling, ability to read bar codes, peak volume and contingency plans. Do you sort by mail delivery or group of deliveries?
6. What is your standard transmission protocol for transmitting payment information?
7. What controls do you have in place to ensure accurate processing per customer specifications? What controls are in place to insure all payments received are processed the same day received?
8. Please describe your capabilities and standard practices regarding electronic check conversion and Check 21 for lockbox services and general deposits.
9. What are the deposit times for the customer's lockbox and how are they determined?
10. What is the latest mail pickup to be included in the last deposit of the day? Will you process and deposit all of the customer's payments on the same ledger day as received? If not, when are these items deposited?
11. When are your peak processing periods and what arrangements are made to handle the increased volume? Do you staff for peak or average volume processing? How would the City be affected during those peak times in terms of meeting standard daily processing deadlines?
12. Can you provide next day delivery of return items?
13. Can you provide electronic decisioning of lockbox items? Please describe this item in your pricing, including the specifications and timing requirements.
14. In the case of an automated equipment or system failure, what back up arrangements are in place for lockbox processing? What delays would be expected in such a situation?
15. Do you use a third-party processor, including couriers, for any part of this service? If so, explain.
16. Outline lockbox and customer procedures for out-of-balance conditions at the transaction level, batch level, deposit level and end-of-day level.

17. Define and illustrate what would be considered standard items, non-standard items and exception items and your processing capabilities for each type.
18. How do you handle correspondence, returned items and any other items that may be received in the lockbox? How do you communicate this type of information to the customer?
19. Describe your processes for check and document disposal. Do you use a third party, and if so, who?
20. Describe any technology used to retrieve customer information and post returned checks through the use of previously captured MICR information or other means.
21. Supply any historical error rates for the lockbox. Examples are:
 - Item Processing Error Rate
 - Deposit Error Rate
 - Procedural Error Rate
 - Distribution Error Rate
 - Deposit Reporting Error Rate
 - Failed Late Deposit Reporting Rate
 - Detail Reporting Error Rate
 - Failed/Late Detail Reporting Rate
22. Indicate specifically how you propose to handle foreign checks or any other non-standard check or drafts that might be received.
23. Specify any services that you believe will enhance or set your proposal apart from others as well as any additional cost to the City (if any) to receive such enhancement in service.
24. Specify any requirements the bank has for the City in being able to process payments under the vendor's proposal.
25. Describe training plan necessary to train staff to fully understand the system. Including a written description of the training classes that will be conducted and the total hours required for each person to be trained.

2.1.5. Section/Tab 5: Technical Capabilities

This section outlines the proposer's operational, technological, and security competencies essential to delivering reliable, accurate, and efficient lockbox remittance services. Proposers must demonstrate the systems, equipment, personnel, and processes that support high-quality, compliant, and timely payment processing.

The respondent shall, at a minimum, provide a proposed solution to the following:

1. List and describe all of the equipment types, software with version number, hardware, and personnel involved in payment processing. Include mail extraction

and processing, balancing, exception processing and bank deposit reconciliation and preparation for each lockbox proposed. How long have you been using this technology?

2. Describe your procedures for the capture and transmission of remittance detail, such as account or invoice number or other data for automated posting of accounts receivable records.
 - a. Describe methods to ensure validity of data.
 - b. What back up arrangements exist should the system fail?
3. Do you retain the actual check in the lockbox department until data capture is completed or do you send to the bank for collection prior to data capture?
4. Are you able to distinguish between the customer account number and the check number during MICR capture without losing the integrity of the MICR record? If so, explain how this is done.
5. In what standard formats do you transmit? Will you customize?
6. What is the earliest transmission time available to a customer without affecting your ability to deposit all checks received for a ledger credit day? Describe your procedures if we were to choose an earlier transmission time.
7. Describe procedures to ensure that transmissions are received successfully and contain all remittance payment detail.
8. How long will remittance payment detail files be retained for retrieval?
9. Do you provide remittance with image?
10. Do you balance invoices to the checks?
11. Do you include return items in the mailed work?
12. In what formats are images available? How long is this information available in archives?
13. Describe how you make changes to the customer's lockbox application. Do you rely on internal or external resources for programming?
14. Would the service provider allow an on-site visit to the processing location for evaluation?
15. Describe how you handle issue resolution. Provide support hours and issue priority levels along with response times.

2.1.6. Section/Tab 6: Cost

The Proposal Cost Form (**Appendix I**) must reflect all fees and costs associated with the service. Proposers shall provide a complete itemized cost breakdown or price schedule, inclusive of all standard and non-standard processing charges.

2.2 **RFP Documents**

This RFP is comprised of the base RFP document, any attachments, and any addenda released before the contract is awarded. All attachments and addenda released for this RFP in advance of any contract award are incorporated herein by reference.

3 PROPOSAL EVALUATION

3.1 **Proposal Evaluation Criteria (Stage 1)**

The proposals received in response to this RFP will be evaluated and ranked by the evaluation committee in accordance with the process and evaluation criteria contained below. Responses will be evaluated in light of the material and substantiating evidence presented in the response and not based on what is inferred. After thoroughly reading and reviewing this RFP, each evaluation committee member shall conduct his or her independent evaluation of the proposals received and grade the responses on their merit in accordance with the evaluation criteria set forth in the following table.

Criteria	(a) Weight	(b) Score (0-3)	(a) x (b) Weighted Score
Corporate Background and Experience	15		
Firm Financial Stability	10		
Project Understanding	20		
Project Approach	20		
Technical Capabilities	20		
Proposed Cost	15		
Total Score			

Cost Formula: The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the following formula:

$$1 - \frac{B - A}{A} \times C = D$$

A—the lowest Proposer's cost.

B—the Proposer's cost being scored.

C—the maximum number of cost points available.

D—Proposer's cost score (points).

Note: If the formula results in a negative number (which will occur when the Offeror's cost is more than twice the lowest cost), zero points shall be assigned.

3.2 Interview/Demonstration (Stage 2)

A short-list of firms may be invited to Stage 2, Interview/Demonstration, step of the evaluation process. Interview/demonstrations are an important aspect of the evaluation process that offers the City an opportunity to see how the proposer's solution meets the critical components of the RFP.

3.3 Final Selection

Proposals will be evaluated and ranked according to the criteria and weighted values set forth in Section 3.1. Either a final selection for recommendation will be made at this time or the short-list of firms will be invited to participate in Stage 2 of the evaluation process. If Stage 2 is implemented, each firm will be evaluated and assigned a score to determine the best firm for recommendation.

After which negotiations of a contract with the most qualified firm will commence. If negotiations are unsuccessful, the City will then pursue negotiations with the next most qualified firm. All Proposers will be notified of their standing immediately following the City's decision.

The City shall not be bound or in any way obligated until both parties have executed a contract. The City also reserves the right to delay the award of a contract or to not award a contract.

3.4 Notice to Proposers Regarding RFP Terms and Conditions

It shall be the Proposer's responsibility to read the RFP Instructions, the City's contract terms and conditions (within the sample City Service Contract provided in **Appendix IV**), all relevant exhibits, attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Proposers are also responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

3.5 Contract Term

The contract issued by the City to the awarded proposer will define either a completion date by which the services are to be completed and finished, or a term date by which the services will begin and be provided repeatedly over a specific period. The details of the contract term and any options to renew or extend the contract, will be stated in the contract issued by the City. See **Appendix IV** for a sample-version of the City's contract for services.

4 SCOPE OF SERVICES

The Scope of Services outlines the work to be performed by the selected proposer in support of the City's project objective. The awarded proposer shall provide services, all as set forth in this RFP and more fully described in this Section 4.

The City of Raleigh is seeking a qualified service provider to deliver Lockbox Remittance Services for Water, Sewer and Solid Waste services This includes, but is not limited to: daily mail pick-up, payment processing, same-day deposit capabilities, and all personnel,

equipment, facilities, and transportation required for the secure handling, processing, storage, and delivery of remittance items.

The City is seeking a turn-key, end-to-end solution. Proposers should demonstrate substantial experience providing lockbox processing services at a comparable scale and must offer efficient, reliable, and cost-effective approaches that meet the City's operational needs.

4.1 MANDATORY SERVICE REQUIREMENTS

The service provider will provide all Services, including:

1. System Interface – The City uses Oracle Customer Care and Billing for utilities – the lockbox system must interface with this program.
2. Mail Pick Up – The service provider will pick up all mail on a daily basis.
3. Payment Processing – The service provider shall process all payments for standard and nonstandard items the same day they are received from the post office. All such items shall be processed in such a way that the required payment information can be same day transmitted at a time designated by the City (currently the time is 2pm) in an acceptable format, with all checks properly endorsed, and all checks properly MICR encoded for the correct amount. The City requires its mail to be processed Monday through Friday.
4. Same Day Deposit – All payment credit will be transmitted to the City's bank depository on a daily basis in time to ensure full deposit credit the same day as mail was originally received.
5. Security – The service provider shall post data in a secure and confidential manner.
6. Backup – The service provider shall provide the City with a backup or contingency plan to ensure continued service in case of disaster or equipment failure. (Note: It is assumed the backup facility is at a different location but in the same general area, since the mail would continue to come to the same postal location.)
7. Archival and Retrieval – The service provider shall image and securely archive all transaction items. The data will be accessible for City-designated employees. Each item will be archived by the service provider for three (3) years on a secure website and service provider will provide access for inquiry of images.
8. Hard Copy / Electronic Copy Service – The service provider can provide same day hard copy and /or electronic copy transaction retrieval and transmission of such requested items to the City as part of this proposal. If there is an additional fee for such special same day request, it should be specified in the proposal. The service provider should also specify what is considered the normal retrieval and transmission period for such research items and what additional fee (if any) would be associated with this type of request.

9. Daily Reports/Images – The service provider will provide routine daily, weekly, monthly and yearly reports online and as needed to the City via an agreed upon methodology (e.g., e-mail, hard copy, etc.). Please list the costs for the different delivery options. The daily balance report must be available by 2p.m. (ET) each day.
10. Reporting Requirements - The City requires daily and monthly reports to show performance metrics. Those reports shall be submitted monthly and quarterly to the City. Reports should include machine statistics, cutoffs, demand modifications, daily collections, batch summary, daily operator statistics, cash remittance processing, cumulative collections, carry over, margin of error and deposit totals.
11. Exceptions Processing – The service provider shall image all exceptions and correspondence. The images must be made available to the City as quickly as the work is processed. The City expects the exceptions to be posted in a secure location where city staff will have access. The City also expects the service provider to image correspondence received.
12. The City has attached a copy of the current file layouts sent from its current lockbox bank in **Appendix V**. The service provider is expected to be able to send a file in this format or make whatever modifications are necessary so that Raleigh can process the remittance information.

APPENDIX I
PROPOSAL COST FORM
274-FIN2026-01
Lockbox Remittance Services

The awarded proposer shall perform the services to be performed as set forth in this RFP and more particularly described in Section 4 for a not to exceed total amount of:

\$ _____.

Attach proposal cost itemization or breakdown to this Appendix I Proposal Cost Form.

Proposer/Company Name: _____

Authorized Signature _____ Date _____

Signed by: _____
[Type or Print Name]

Title of Signer: _____

**APPENDIX II
PROPOSER QUESTIONNAIRE
274-FIN2026-01**

The following questions must be answered, and data given must be clear and comprehensive. If necessary, questions may be answered on separate sheets. The Proposer may submit any additional information desired.

Company Name:		d/b/a (if applicable)	
Street / PO Box:			
City:		State:	Zip:
Phone:		Fax:	E-Mail:
Website (if applicable):			
<input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Other			
Number of years in business under company's present name:			
Fed Tax ID #:		DUNS #	
Are you registered with the North Carolina Secretary of State to conduct business (if required)? (Check One) YES: <input type="checkbox"/> NO: <input type="checkbox"/> Not Applicable: <input type="checkbox"/>			
Are you properly licensed/certified by the Federal and/or State of North Carolina to perform the specified work? YES: <input type="checkbox"/> NO: <input type="checkbox"/> Not Applicable: <input type="checkbox"/> ATTACH COPY OF ALL APPLICABLE LICENSING/CERTIFICATION DOCUMENTS			
Are/will you be properly insured to perform the work? YES: <input type="checkbox"/> NO: <input type="checkbox"/>			
Contact for this Contract:		Title:	
Phone:		Fax:	E-Mail:
Have you ever defaulted or failed on a contract? (If yes, attach details) YES: <input type="checkbox"/> NO: <input type="checkbox"/>			
List at least three (3) references for which you have provided these services (same scope/size) in the past three years - preferably government agencies. Do not include City of Raleigh as a reference to meet the requirement of listing at least (3) references. PROPOSERS ARE RESPONSIBLE FOR SENDING REFERENCE QUESTIONNAIRE (APPENDIX III) TO THEIR REFERENCES.			
1.	Company:		
	Contact Person:	Title:	
	Phone:	Fax:	E-Mail:
Describe Scope of Work:			
2.	Company:		
	Contact Person:	Title:	
	Phone:	Fax:	E-Mail:
Describe Scope of Work:			
3.	Company:		
	Contact Person:	Title:	
	Phone:	Fax:	E-Mail:
Describe Scope of Work:			
4.	Company:		
	Contact Person:	Title:	
	Phone:	Fax:	E-Mail:
Describe Scope of Work:			
5.	Company:		
	Contact Person:	Title:	
	Phone:	Fax:	E-Mail:
Describe Scope of Work:			
The undersigned swears to the truth and accuracy of all statements and answers contained herein:			
Authorized Signature:		Date:	

APPENDIX III

REFERENCE QUESTIONNAIRE (Instructions)

274-FIN2026-01 Lockbox Remittance Services

The City of Raleigh, as a part of the RFP, requires proposing companies to submit a minimum of three (3) business references as required within this document. The purpose of the references is to document the experience of the proposer relevant to the scope of services and assist in the evaluation process.

- The Proposer is required to send the reference form (the following two pages) to each business reference listed on Proposer Questionnaire.
- The business reference, in turn, is requested to submit the Reference Form directly to the City of Raleigh Point of Contact identified on the Reference Questionnaire form for inclusion in the evaluation process.
- The form and information provided will become a part of the submitted proposal. The business reference may be contacted for validation of the response.
- It is the Proposer's responsibility to verify their references have been received by the City of Raleigh Point of Contact by the date indicated on the reference form.

APPENDIX III

REFERENCE QUESTIONNAIRE FORM

274-FIN2026-01

Lockbox Remittance Services

(Name of Business Requesting Reference)

This form is being submitted to your company for completion as a business reference for the company listed above.

This form is to be returned to the City of Raleigh, *David Fitzgerald*, via email to *David.fitzgerald@raleighnc.gov* no later than **(3:00) p.m. EST, (June 18, 2026)** and **MUST NOT** be returned to the company requesting the reference.

For questions or concerns regarding this form, please contact the City of Raleigh, Point of Contact above.

Company Providing Reference

Contact Name and Title/Position

Contact Telephone Number

Contact Email Address

Questions:

1. In what capacity have you worked with this company in the past? If the company was under a contract, please acknowledge and explain briefly whether or not the contract was successful.

Comments:

2. How would you rate this company's knowledge and expertise?

3= Excellent

2= Satisfactory

1= Unsatisfactory

0= Unacceptable

Comments:

3. How would you rate the company's flexibility relative to changes in the scope and timelines?

3= Excellent

2= Satisfactory

1= Unsatisfactory

0= Unacceptable

Comments:

4. What is your level of satisfaction with hard-copy materials, e.g. reports, logs, etc. produced by the company?
 3= Excellent 2= Satisfactory 1= Unsatisfactory 0= Unacceptable

Comments: _____

5. How would you rate the dynamics/interaction between the company and your staff?
 3= Excellent 2= Satisfactory 1= Unsatisfactory 0= Unacceptable

Comments: _____

6. Who were the company's principle representatives involved in providing your service and how would you rate them individually? Would you comment on the skills, knowledge, behaviors or other factors on which you based the rating?

(3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Name: _____	Rating: _____
Name: _____	Rating: _____
Name: _____	Rating: _____
Name: _____	Rating: _____

Comments: _____

7. With which aspect(s) of this company's services are you most satisfied?

Comments: _____

8. With which aspect(s) of this company's services are you least satisfied?

Comments: _____

9. Would you recommend this company's services to your organization again?

Comments: _____

APPENDIX IV SAMPLE CONTRACT

NORTH CAROLINA
WAKE COUNTY

CONTRACT FOR SERVICES

THIS CONTRACT (“Contract”) is entered into by and between _____, hereinafter referred to as the “Contractor”, and the City of Raleigh, a North Carolina municipal corporation, hereinafter referred to as the “City”.

WITNESSETH:

WHEREAS, the City desires to procure a contractor to perform services; and
WHEREAS, the City has completed necessary steps for retention of professional and other services under applicable City policies; and
WHEREAS, the City has agreed to engage the Contractor, and the Contractor has agreed to contract with the City, for performance of services as described, and according to the further terms and conditions, set forth herein.
NOW THEREFORE, in consideration of sums to be paid to the Contractor, and other good and valuable consideration, the Contractor and City do contract and agree as follows:

1. Scope of Services

The Contractor shall perform for the City the following described services:

•

2. Schedule/Time of Performance

[1.] For a **One-time Service Completed by a Specific Date**, use the following:]

In performing the services described in this Contract, it is mutually agreed that time is of the essence. The Contract shall be effective upon the date of the City’s signature.

The Contractor shall begin work on _____, and work shall be completed no later than _____.

In the event the services under the Contract are not completed by this date, the Contractor shall be assessed liquidated damages of _____ for each day’s delay beyond the completion date.

[If liquidated damages are not applicable to this Contract, then remove this paragraph.]

[2.] For **Repeated Services Over a Period of Time/Term (without renewal options)**, use the following:]

In performing the services described in this Contract, it is mutually agreed that time is of the essence. The Contract shall have a term of _____ [written number (X) – example: five (5)] years, beginning on the Effective Date through and including [enter term end date].

[3.] For **Repeated Services Over a Period of Time/Term (with Renewal Options)**, use the following:]

In performing the services described in this Contract, it is mutually agreed that time is of the essence. The Contract shall have an initial term of _____ years, beginning on the Effective Date through and including [enter initial term end date].

Prior to the expiration of the initial term or any subsequent renewal terms, the City shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions as are set forth herein for up to a total of _____ additional one-year terms, for a maximum contract term not to exceed five (5) years. The City shall exercise each such renewal option no later than _____ days before the end of the Contract’s then-current term.

The parties acknowledge and agree that a written notice exercising one of the City’s renewal options that is sent to the Contractor as an attachment to an e-mail (for example, as a PDF of a letter sent as an attachment to an e-mail), and which

written notice does not contain an original, wet signature or a digital signature, shall nonetheless have the same force and effect as if such written notice contained an original, wet signature or digital signature.

Once the City has decided to exercise a renewal option as provided in this Section, the City hereby authorizes the director of the City department that is responsible for administering this Contract on behalf of the City to execute on behalf of the City the written notice to Contractor that so exercises one of the City's renewal option(s), and the Contractor shall accept such written notice as the City's exercise of the applicable renewal option. Notwithstanding anything herein to the contrary, for purposes of providing written notice of the City's exercise of a renewal option as set forth herein, the parties acknowledge and agree that the City shall submit such written notice to Contractor by e-mail, to the attention of the Contractor representative specified in Section 4 below, "Notices".

The Contractor shall be responsible for immediately notifying the City in writing of any changes to its contact information in Section 5, "Notices". The City's inability to deliver to Contractor written notice of the City's exercise of a renewal option because Contractor has failed to keep the City informed of any changes to its contact information in Section 5, below, shall not negate the effectiveness or validity of the City's exercise of any such renewal option if written notice of the same has been timely submitted by the City to the last-known email address that the City has for the Contractor's representative pursuant to Section 5, below.

3. Compensation; Time of Payment

For services to be performed hereunder, the City shall pay the Contractor a not to exceed total contract amount \$ _____ (\$ _____ for the initial term and \$ _____ for each renewal term if exercised by the City), unless changed by a duly authorized amendment.

[if using option 3 in the Time of Performance section above, enter the total contract amount followed by the sub-total amounts of the initial term and the amount of the renewal options]

[if not using option 3 in the Time of Performance section above, delete the statement in the parenthesis () with the sub-total amounts if the contract doesn't include optional renewal terms]

- 3.1. The standard City of Raleigh payment term is NET 30 days from the date of invoice.
- 3.2. Send all invoices electronically by email accountspayable@raleighnc.gov (or send by mail to: City of Raleigh, Accounts Payable, PO Box 590, Raleigh, North Carolina 27602-0590).
- 3.3. All invoices must include the following Purchase Order Number _____. Invoices submitted without the correct purchase order number will result in delayed payment.

4. Workmanship and Quality of Services

All work performed under this Contract shall be performed as described in the Scope of Services, above, and in a workmanlike and professional manner, all to the reasonable satisfaction of the City, and shall conform to all prevailing industry and professional standards.

5. Notices

Except as otherwise expressly provided in this Contract, all notices, requests for payment, or other communications arising hereunder shall be sent to the following:

City of Raleigh

Attn:
Title:
Address 1: P.O. Box 590
Address 2: Raleigh, NC 27602
Telephone:
E-mail:

Contractor

Attn:
Title:
Address 1:
Address 2:
Telephone:
E-mail:

6. Non-Discrimination

- 6.1. To the extent permitted by North Carolina law, the Parties for themselves, their agents, officials, directors, officers, members, representatives, employees, and contractors agree not to discriminate in any manner or in any form based on actual or perceived age, mental or physical disability, sex, religion, creed, race, color, sexual orientation, gender identity or expression, familial or marital status, economic status, veteran status or national origin in connection with this Contract or its performance.
- 6.2. The Parties agree to conform with the provisions and intent of Raleigh City Code §4-1004 in all matters related to this Contract. This provision is incorporated into the Contract for the benefit of the City of Raleigh and its residents and may be enforced by an action for specific performance, injunctive relief, or any other remedy available at law or equity. This section shall be binding on the successors and assigns of all parties with reference to the subject matter of the Contract.

7. Assignment

This Contract may not be assigned without the express written consent of the City.

8. Applicable Law

Both the City and the Contractor, for themselves and their respective agents, officials, employees, and servants, hereby acknowledge and agree that this Contract shall be governed and construed in accordance with the applicable laws of the State of North Carolina, without regard to its choice of law provisions, and no other.

The proper, sole, and exclusive venue for any civil action arising out of or in any way related to this Contract shall be the federal or state courts sitting in Wake County, North Carolina.

9. Insurance

Contractor agrees to maintain, on a primary basis and at its sole expense, at all times during the life of this Contract the following coverages and limits. The requirements contained herein, as well as City's review or acceptance of insurance maintained by Contractor is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by Contractor under this Contract.

9.1. Commercial General Liability:

Combined single limit of no less than \$1,000,000 each occurrence and \$2,000,000 aggregate. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

9.2. Automobile Liability:

Limits of no less than \$1,000,000 Combined Single Limit. Coverage shall include liability for Owned, Non-Owned and Hired automobiles. In the event Contractor does not own automobiles, Contractor agrees to maintain coverage for Hired and Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Auto Liability policy. Automobile coverage is only necessary if vehicles are used in the provision of services under this Contract and/or are brought on a COR site.

9.3. Worker's Compensation & Employers Liability:

Contractor agrees to maintain Worker's Compensation Insurance in accordance with North Carolina General Statute Chapter 97 with statutory limits and employees liability of no less than \$1,000,000 each accident.

9.4. Additional Insured:

Contractor agrees to endorse the City as an Additional insured on the Commercial General Liability, Auto Liability and Umbrella Liability if being used to meet the standard of the General Liability and Automobile Liability. The Additional Insured shall read "City of Raleigh is named additional insured as their interest may appear".

9.5. Certificate of Insurance:

Contractor agrees to provide COR a Certificate of Insurance evidencing that all coverages, limits and endorsements required herein are maintained and in full force and effect, and Certificates of Insurance shall provide a minimum thirty (30) day endeavor to notify, when available, by Contractor's insurer.

If Contractor receives a non-renewal or cancellation notice from an insurance carrier affording coverage required herein, or receives notice that coverage no longer complies with the insurance requirements herein, Contractor agrees to notify the City within five (5) business days with a copy of the non-renewal or cancellation notice, or written specifics as to which coverage is no longer in compliance.

The Certificate Holder address should read:

City of Raleigh
Post Office Box 590
Raleigh, NC 27602-0590

9.6. Umbrella or Excess Liability:

Contractor may satisfy the minimum liability limits required above under an Umbrella or Excess Liability policy. There is no minimum Per Occurrence limit of liability under the Umbrella or Excess Liability, however, the Annual Aggregate limits shall not be less than the highest 'Each Occurrence' limit for required policies. Contractor agrees to endorse City of Raleigh as an 'Additional Insured' on the Umbrella or Excess Liability, unless the Certificate of Insurance states the Umbrella or Excess Liability provides coverage on a 'Follow-Form' basis.

9.7. Professional Liability:

Limits of no less than \$1,000,000 each claim. This coverage is only necessary for professional services such as engineering, architecture or when otherwise required by the City.

- 9.8. All insurance companies must be authorized to do business in North Carolina and be acceptable to the City of Raleigh's Risk Manager or his/her designee.

10. Indemnity

Except to the extent caused by the sole negligence or willful misconduct of the City, the Contractor shall indemnify and hold and save the City, its officers, agents and employees, harmless from liability of any kind, including all claims, costs (including defense) and losses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this Contract, and from any and all claims, costs (including defense) and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the Contractor in the performance of this Contract. This representation and warranty shall survive the termination or expiration of this Contract.

The Contractor shall indemnify and hold and save the City, its officers, agents and employees, harmless from liability of any kind, including claims, costs (including defense) and expenses, on account of any copyrighted material, patented or unpatented invention, articles, device or appliance manufactured or used in the performance of this Contract.

11. Intellectual Property

Any information, data, instruments, documents, studies, reports, or deliverables given to, exposed to, or prepared or assembled by the Contractor under this Contract shall be kept as confidential proprietary information of the City and not divulged or made available to any individual or organization without the prior written approval of the City. Such information, data, instruments, documents, studies, reports or deliverables will be the sole property of the City and not the Contractor.

- 11.1. All intellectual property, including, but not limited to, patentable inventions, patentable plans, copyrightable works, mask works, trademarks, service marks and trade secrets invented, developed, created, or discovered in performance of this Contract shall be the property of the City.
- 11.2. Copyright in and to any copyrightable work, including, but not limited to, copy, art, negatives, photographs, designs, text, software, or documentation created as part of the Contractor's performance of this project shall vest in the City. Works of authorship and contributions to works of authorship created by the Contractor's performance of this project are hereby agreed to be 'works made for hire' within the meaning of 17 U.S.C. 201.

12. Communications

If communications to the public and/or City employees are required as part of the Contractor's scope of work under this Contract, then the Contractor shall work with the City in the development of a communications plan ("Communications Plan") that must first be approved by the City in writing before any such communications are delivered to the public and/or City employees.

For purposes of this Section 13, such written approval by the City shall be provided by electronic mail by the applicable City Communications Department employee who is responsible for reviewing and approving the Communications Plan, such electronic mail to be sent to the electronic mail address listed in Section 5, above, as part of the contact information for the Contractor representative identified in Section 5, above.

Among other things, the Communications Plan must establish whether the City or the Contractor will be responsible for sending any such communications to the public and/or City employees as required either by this Contract or the Communications Plan. The Communications Plan also shall include, but not be limited to, communications objectives, target audience, and deliverables (print, video, website, social, direct, or digital). The Contractor shall comply with the Communications Plan when communicating to the public and/or City employees pursuant to this Contract and the Communications Plan. All such communications shall comply with the City's brand and communications guidelines, as the same may be amended or modified from time to time.

The City's current brand and communications guidelines are incorporated into this Contract by reference and can be found on the City's website here: <https://raleighnc.gov/doing-business/city-brand-guidance-vendors>.

For purposes of this Section 13, "Communications" is defined as any public or City employee facing information presented in channels such as, but not limited to, a website, mobile applications, social media, printed materials, vehicles, billboards, and videos.

12.1. Communications Plan Approval:

Any materials, messaging or outreach from the Contractor related to marketing and communications of any service or effort under this Contract must first be reviewed and approved by the City's Communications Department. This is to ensure that the Communications Plan: (i) complies with the City's brand and communication guidelines; (ii) integrates with the City's other communications channels and digital strategy; (iii) meets accessibility guidelines; and (iv) conforms to communications best practices with respect to general user experience.

12.2. Accessibility Requirements:

For web content that the Contractor is to make accessible to the public and/or City employees as part of an approved Communications Plan that is included in the Contractor's scope of work under this Contract, all web materials including, but not limited to, tools, mobile applications, and websites, generated by, or on behalf of, the Contractor must meet at least the mid-range conformance level, AA compliance of the current Web Content Accessibility Guidelines, as the same may be amended from time to time.

Any such web content generated by, or on behalf of the Contractor, as part of a Communications Plan associated with this Contract shall meet all standards of good cognitive web accessibility, which include the following:

- 12.2.1. Using proper headings and lists
- 12.2.2. Using unique links
- 12.2.3. Using alternative text and captions
- 12.2.4. Using more white space
- 12.2.5. Dividing content into more manageable pieces
- 12.2.6. Making forms manageable by breaking them into multiple, sequential steps
- 12.2.7. Providing a logical reading order
- 12.2.8. Being consistent with fonts, colors and locations of page elements
- 12.2.9. Offering keyboard access
- 12.2.10. Offering content in multiple formats
- 12.2.11. Understanding minimum contrast

12.3. Languages:

Digital sites/ tools that are for public use/consumption, including for use by City employees, under a Communications Plan associated with this Contract must have translation module (e.g., G-translate, Weglot) so that the service is available in all languages. At minimum, Spanish translation is required on all such digital sites/tools based on low English proficiency requirements:

- 12.3.1. In most cases, entities that are recipients of federal financial assistance through U.S. Department of Health and Human Services (HHS) must provide language assistance services in order to comply with their legal obligation to take reasonable steps to ensure meaningful access to their programs by persons with Limited English Proficiency (LEP).

12.4. Content:

For any communications content that the Contractor is required to generate, or have generated, as part of its scope of work under this Contract, the Contractor shall send such content to City Communications Department staff in raw, high-resolution format for inclusion in communications materials to be made accessible to the public and/or City employees as set forth in the Communications Plan that arises from this Contract (i.e., websites, mobile applications, printed materials collateral, and social media). PDF attachments shall be used only as a last resort and only after written approval by the City, with such written approval to be provided by the City in electronic mail format as described elsewhere in this Section 13.

12.4.1. Contractor shall only provide to the City communications materials for which the City has rights to use, with written documentation of such use rights being provided to the City as requested from time to time by the City in its sole discretion.

12.4.2. All working files agreed upon for the specific Communications Plan shall be provided to the City Communications Department, i.e., text, graphics, charts and data, infographics, and original native files such as Illustrator, Excel, ArcGIS, etc. Following are the file format specifications:

- 12.4.2.1. Images: At least 300dpi for printing at actual size; 96dpi and at least 1920x1080px for digital/Web.
- 12.4.2.2. Video: Any video should be no less than Standard HD (1920x1080) but preferable 4k.
- 12.4.2.3. Text: Word document using accessibility best practices (heading structure, table of contents, and tables).

13. Advertising

The Contractor shall not use the existence of this Contract, or the name of the City of Raleigh, as part of any advertising without the prior written approval of the City.

14. Acknowledgement of City Brand and Tree Logo Ownership and Restrictions

The City of Raleigh has developed proprietary branding (the "City Brand") centered around the Raleigh tree mark logo (the "Tree Logo"). The City's exclusive rights and ownership in and to the Tree Logo are protected under trademark and copyright, including U.S. Copyright Reg. No. VAu1-322-896, N.C. State Trademark Registration Reg. No. T-23070 and Federal Trademark Registration Reg. No. 5,629,347, as well as under other federal and state laws.

Contractor acknowledges and understands that the City is not conferring any license to Contractor under this Agreement to use or depict the Tree Logo or other aspects of the City Brand. Contractor shall not make any use or depiction of the Tree Logo or other aspects of the City Brand without the prior express written approval of the City. In this regard, should any materials being produced by Contractor for the City under this Agreement contemplate use or depiction of the Tree Logo, including, but not limited to, printed materials, digital media, signage and/or display materials, Contractor shall proceed under the auspices and direction of the City's Communications Department and shall comply with all guidelines and restrictions governing use or depiction of the Tree Logo.

15. Force Majeure

Except as otherwise provided in any environmental laws, rules, regulations, or ordinances applicable to the parties and the services performed under this Contract, neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations by an act of war, hostile foreign actions, nuclear explosion, earthquake, hurricane, tornado, or other catastrophic natural event or act of God. Either party to the Contract must take reasonable measures and implement reasonable protections when a weather event otherwise defined as a force majeure event is forecast to be eligible to be excused from the performance otherwise required under this Contract by this provision.

16. Cancellation

- 16.1. The City may terminate this Contract at any time by providing thirty (30) days written notice to the Contractor. In addition, if Contractor shall fail to fulfill in timely and proper manner the obligations under this Contract for any reason, including the voluntary or involuntary declaration of bankruptcy, the City shall have the right to terminate this Contract by giving written notice to the Contractor and termination will be effective upon receipt. Contractor shall cease performance immediately upon receipt of such notice.
- 16.2. In the event of early termination, Contractor shall be entitled to receive just and equitable compensation for costs incurred prior to receipt of notice of termination and for the satisfactory work completed as of the date of termination and delivered to the City. Notwithstanding the foregoing, in no event will the total amount due to Contractor under this section exceed the total amount due Contractor under this Contract. The Contractor shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of this Contract, and the City may withhold any payment due to the Contractor for the purpose of setoff until such time as the City can determine the exact amount of damages due the City because of the breach.
- 16.3. Payment (obligation) of compensation specified in this Contract, its continuation or any renewal thereof, is dependent upon and subject to the allocation or appropriation of funds to the City for the purpose set forth in this Contract.

17. Laws/Safety Standards

The Contractor shall comply with all laws, ordinances, codes, rules, regulations, safety standards and licensing requirements that are applicable to the conduct of its business, including those of Federal, State, and local agencies having jurisdiction and/or authority.

- 17.1. Contractor must comply with North Carolina Occupational Safety and Health Standards for General Industry 13 NCAC 07F (29CFR 1910). In addition, Contractor shall comply with all applicable occupational health and safety and environmental rules and regulations.
- 17.2. All manufactured items and/or fabricated assemblies subject to operation under pressure, operation by connection to an electric source, or operation involving a connection to a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate state inspector which customarily requires the label or re examination listing or identification marking of the appropriate safety standard organization, such as the American Society of Mechanical Electrical Engineers for pressure vessels; the Underwriters' Laboratories and/or National Electrical Manufacturers' Association for electrically operated assemblies; or the American Gas Association for gas operated assemblies, where such approvals of listings have been established for the type(s) of devices offered and furnished. Further, all items furnished by the Contractor shall meet all requirements of the Occupational Safety and Health Act (OSHA), and state and federal requirements relating to clean air and water pollution.
- 17.3. Contractor shall effectively manage their safety and health responsibilities including:
 - 17.3.1. Accident Prevention:
Prevent injuries and illnesses to their employees and others on or near their job site. Contractor managers and supervisors shall ensure personnel safety by strict adherence to established safety rules and procedures.
 - 17.3.2. Environmental Protection:
Protect the environment on, near, and around their work site by compliance with all applicable environmental regulations.

17.3.3. Employee Education and Training:

Provide education and training to all contractors employees before they are exposed to potential workplace or other hazards as required by specific OSHA Standards.

18. Applicability of North Carolina Public Records Law

Notwithstanding any other provisions of this Contract, this Contract and all materials submitted to the City by the Contractor are subject to the public records laws of the State of North Carolina and it is the responsibility of the Contractor to properly designate materials that may be protected from disclosure as trade secrets under North Carolina law as such and in the form required by law prior to the submission of such materials to the City. Contractor understands and agrees that the City may take any and all actions necessary to comply with federal, state, and local laws and/or judicial orders and such actions will not constitute a breach of the terms of this Contract. To the extent that any other provisions of this Contract conflict with this paragraph, the provisions of this section shall control.

19. Miscellaneous

- 19.1. The Contractor shall be responsible for the proper custody and care of any property furnished or purchased by the City for use in connection with the performance of this Contract and will reimburse the City for the replacement value of its loss or damage.
- 19.2. The Contractor shall be considered to be an Independent Contractor and as such shall be wholly responsible for the work to be performed and for the supervision of its employees. Nothing herein is intended or will be construed to establish any agency, partnership, or joint venture. Contractor represents that it has, or will secure at its own expense, all personnel required in performing the services under this Contract. Such employees shall not be employees of or have any individual contractual relationship with the City.
- 19.3. This Contract may be amended only by written agreement of the parties executed by their authorized representatives.

20. Right to Audit and Access to Records

- 20.1. The City may conduct an audit of any services performed and fees paid subject to this Contract. The City, or its designee, may perform such an audit throughout the contract period and for three (3) years after termination thereof or longer if otherwise required by law.
- 20.2. The Contractor and its agents shall maintain all books, documents, papers, accounting records, contract records and such other evidence as may be appropriate to substantiate costs incurred under this Contract. The City, or its designee, shall have the right to, including but not limited to: review and copy records; interview current and former employees; conduct such other investigation to verify compliance with contract terms; and conduct such other investigation to substantiate costs incurred by this Contract.
- 20.3. "Records" shall be defined as data of every kind and character, including but not limited to books, documents, papers, accounting records, contract documents, information, and materials that, in the City's sole discretion, relate to matters, rights, duties or obligations of this Contract.
- 20.4. Records and employees shall be available during normal business hours upon advanced written notice. Electronic mail shall constitute written notice for purposes of this section.
- 20.5. Contractor shall provide the City or its designee reasonable access to facilities and adequate and appropriate workspace for the conduct of audits.
- 20.6. The rights established under this section shall survive the termination of the Contract, and shall not be deleted, circumvented, limited, confined, or restricted by contract or any other section, clause, addendum, attachment, or the subsequent amendment of this Contract.
- 20.7. The Contractor shall reimburse the City for any overcharges identified by the audit within ninety (90) days of written notice of the City's findings.
- 20.8. Contractor shall, upon request, provide any records associated with this engagement to the North Carolina State Auditor that are necessary to comply with the provisions of G.S. § 147-64.7.

21. E – Verify

Contractor shall comply with E-Verify, the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law and as in accordance with N.C.G.S. §64-25 et seq. In addition, to the best of Contractor's knowledge, any subcontractor employed by Contractor as a part of this contract shall be in compliance with the requirements of E-Verify and N.C.G.S. §64-25 et seq.

22. Iran Divestment Act Certification

Contractor certifies that, as of the date listed below, it is not on the Final Divestment List as created by the State Treasurer pursuant to N.C.G.S. § 147-86.55, et seq. In compliance with the requirements of the Iran Divestment Act and N.C.G.S. §

147-86.59, Contractor shall not utilize in the performance of the contract any subcontractor that is identified on the Final Divestment List.

23. Companies Boycotting Israel Divestment Act Certification

Contractor certifies that it has not been designated by the North Carolina State Treasurer as a company engaged in the boycott of Israel pursuant to N.C.G.S. 147-86.81.

24. Incorporation of Documents/Complete Agreement

This Contract, and any documents incorporated below, represent the entire Contract between the parties and suspend all prior oral or written statements, agreements or contracts.

Specifically incorporated into this Contract are the following attachments, or if not physically attached, are incorporated fully herein by reference:

-

In cases of conflict between this Contract and any of the above incorporated attachments or references, the terms of this Contract shall prevail.

The remainder of this page remains blank intentionally.

SAMPLE

IN WITNESS WHEREOF, the parties hereto have executed this Contract by digital signature, under seal, on the respective dates below, and this Contract shall be effective upon the date of the City’s signature (the “Effective Date”).

CONTRACTOR:

By:

Signature (SEAL)

Name

Title

Date of Signature

ATTEST:

Signature

Name

Title

CITY:

CITY OF RALEIGH
a North Carolina municipal corporation

By:

Signature

Name

Title

Department

Date of Signature

ATTEST:

City Clerk (or designee) (SEAL)

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Chief Financial Officer (or designee)

City of Raleigh Contract Number xxxxxxxxxx

APPENDIX V
FILE LAYOUT

274-FIN2026-01
Lockbox Remittance Services

Data Output Record Order: CITY OF RALEIGH – FILE OUTPUT

File Header Record
Batch Header Record (first batch)
Detail Record 1
Detail Record 2
Detail Record 3
.
.
.
Last Detail Record (in first batch)
Batch Trailer Record (first batch)
Batch Header Record (second batch)
Detail Record 1
Detail Record 2
Detail Record 3
.
.
.
Last Detail Record (in second batch)
Batch Trailer Record (second batch)
Batch Header Record (last batch)
Detail Record 1
Detail Record 2
Detail Record 3
.
.
.
Last Detail Record (in last batch)
Batch Trailer Record (last batch)
File Trailer Record

FILE HEADER RECORD

Character Position	Field Length (chars)	Field Name	Format ♦	Source
01	01	Record Type	Constant	"1"
02-60	59	Filler	Spaces	Spaces.

BATCH HEADER RECORD

Character Position	Field Length (chars)	Field Name	Format ♦	Source
01	01	Record Type	Constant	"2"
02-05	04	Batch Number	LJBF	System Generated
06-16	11	Batch Date	DD-MON-YYYY	MON = Alpha (the first three letters of the month, i.e., JAN, FEB, etc.)
17-22	06	Batch ID	RJZF	System Generated
23-60	38	Filler	Spaces	Spaces

♦ RJZF = Right Justify, Zero Fill.
LJBF = Left Justify, Blank Fill.

DETAIL DATA RECORD

Character Position	Field Length (chars)	Field Name	Format ♦	Source
01	01	Record Type	Constant	"3"
02-05	04	Batch Number	LJBF	System Generated
06-11	06	Sequence Number	RJZF	System Generated; Order of Payments Scanned
12-31	20	Account Number	RJZF	Scan line Positions 05-24 Account Number RJZF in scanline
32-41	10	Payment Amount	RJZF	Decimal is Assumed.
42	01	Constant	Numeric	"0" – Zero
43-62	20	DDA Number in MICR line	LJBF	Account number with bank. This will be "as read" including alpha characters and/or spaces.
63-66	04	Bill Type	Numeric	Scanline positions 01-04 CHECK ONLY W/ACCT #: "0051"

♦ RJZF = Right Justify, Zero Fill.
LJBF = Left Justify, Blank Fill.

BATCH TRAILER RECORD

Character Position	Field Length (chars)	Field Name	Format ♦	Source
01	01	Record Type	Constant	"4"
02-05	04	Batch Number	LJBF	System Generated
06-17	12	Payment Amount Total	RJZF	Total amount applied in batch. Decimal is Assumed.
18-23	06	Total Number of Payments Processed	RJZF	Total number of payments in batch.
24-60	37	Filler	Spaces	Constant spaces

FILE TRAILER RECORD

Character Position	Field Length (chars)	Field Name	Format ♦	Source
01	01	Record Type	Constant	"5"
02-07	06	Number of Payments Total	RJZF	Total number of payments in file.
08-10	03	Number of Batches Total	RJZF	Total number of batches in file.
11-22	12	Payment Amount Total	RJZF	Total amount applied in file. Decimal is Assumed.
23	01	Blank	Constant	"0" (Zero)
24-60	37	Filler	Spaces	Constant spaces

♦ RJZF = Right Justify, Zero Fill.
LJBF = Left Justify, Blank Fill.

NULL FILE

FILE HEADER RECORD

Character Position	Field Length (chars)	Field Name	Format ♦	Source
01	01	Record Type	Constant	"1"
02-60	59	Filler	Spaces	Spaces.

BATCH HEADER RECORD

Character Position	Field Length (chars)	Field Name	Format ♦	Source
01	01	Record Type	Constant	"2"
02-05	04	Batch Number	LJBF	Zeros
06-16	11	Batch Date	DD-MON-YYYY	JAN = Alpha (the first three letters of the month, i.e., JAN, FEB, etc.)
17-22	06	Batch ID	RJZF	Zeros
23-60	38	Filler	Spaces	Spaces

FILE TRAILER RECORD

Character Position	Field Length (chars)	Field Name	Format ♦	Source
01	01	Record Type	Constant	"5"
02-07	06	Number of Payments Total	RJZF	Zeros
08-10	03	Number of Batches Total	RJZF	Zeros
11-22	12	Payment Amount Total	RJZF	Zeros
23	01	Blank	Constant	"0" (Zero)
24-60	37	Filler	Spaces	Constant spaces

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- ♦ RJZF = Right Justify, Zero Fill.
 - LJBF = Left Justify, Blank Fill.