RTLFiRST Remittance Processing Solution Proposal with Canon CR -190i Check Transport

Client Name:	**San Benito County Treasurer-Tax Collector**
Address:	**440 Fifth street, Room 106, County Courthouse, Hollister, CA 95023**
Attention:	**Mary Lou Andrade, Treasurer-Tax Collector & Public Administration**
Date:	**April 14, 2016**
RTL Account Executive:	**John Phillips**

Pricing

Part Number	Description	Qty	Price	Annual Support
	Hardware			
1009C002 Canon CR-190i II	CR-190i II Check Transport (Automatic Document Feeder, 3 Output Pockets, MICR/OCR Reader, Built-in Imprinter	1	$2,995.00	
5357B005AA	Canon eCarePACK (AE) for CR-190i II - 1 year	1		$399.00
8278B001	Canon PG-245XL Ink Cartridge	1	$50.00	N/A
	Sub-Total		**$3,045.00**	**$399.00**
	RTLFiRST Software			
SCN-00	Scan Module - for Canon CR-190i II	1	$2,000.00	$300.00
PRC-00	RTLFiRST Process Module	1	$4,250.00	$637.50
CAR-00	A2iA CAR/LAR engine (1 Million Checks/Year)	1	$3,500.00	$525.00
SVR-00	One-Operation Supervisor/Verification Lic (1st User) Conc Lic	1	$2,500.00	$375.00
VRF-00	One-Operation Verification License (1st User) Conc Lic	2	$5,000.00	$750.00
FVW-Web	FiRSTView Imaging Web Based (1st User License)	1	$6,000.00	$960.00
CHK 21-001	Check21/ICL Processing Module (Image Exchange)	1	$4,500.00	$675.00
CHK 21-IMS	Image Score License (1 Million Checks/Year)	1	$1,500.00	$300.00
MOP-00	Initial Operation - Property Tax	1	Incl	$0.00
MOP-00	Additional Operation - Treasury	1	Incl	$112.50
CUS-LKPL	Real Time Lookup Lite (by acctn, name,address) for Property Tax	1	$5,000.00	$900.00
	Sub-Total		**$34,250.00**	**$5,535.00**
	Supplies & Accessories			
	RTLFiRST & FiRSTView Training Manual (Qty 1 each)	1	Incl	N/A
	Sub-Total		**$0.00**	**$0.00**
	RTL Services			
	Planning, Implementation, Installation,Testing & Training Services		$7,600.00	N/A
	Sub-Total		**$7,600.00**	**$0.00**
	Initial Install Discount		**-$2,000.00**	
	Special California County Discount		**-$2,000.00**	
	PROJECT GRAND TOTAL		**$40,895.00**	**$5,934.00**
	Fixed Travel Expenses		**$2,000.00**	
	Freight Charges		**$100.00**	
	Plus applicable taxes			
	Pricing is valid for 60 days from date of proposal			

Payment Terms	• 40% of the Project Amount Due at the Time of Order $16,358.00 + tax
	• 35% of the Project Amount Due upon Installation $14,313.25 + tax
	• 25% of the Project Amount Due upon Completion $10,223.75 + tax
	• 100% of Annual Support, Travel and Freight Due upon Installation $8,034.00 + tax

Pricing   **ADDITIONAL-OPTIONAL ITEMS**

Part Number	Description	Qty	Price	Annual Support
	RTLFiRST Software			
RTL-MC01	Mobile Capture - Base License (1 User)	1	$1,000.00	$200.00
	> *Mobile Capture application is an RTLFiRST tool that screen grabs images of checks and stubs and other documents remotely reducing the need to physically go to the bank for small transactions. In our product design we try to strike a balance between user-friendliness, configurability, and across-the-board benefits and appeal to the majority of our clients, not just for a few clients. There is no customization or programming quoted or to be provided in this project. We strongly recommend careful review of our mobile capture module for you to determine its suitability. Functions' descriptions do not contain specifics on "how" the functions, screen designs, field requirements, reports, or database designs should flow.* > *RTL is the authorized developer of mobile capture application which is registered and made available via Google Play. This add on module is an extended service and is compatible only for RTLFiRST clients on Version 8.0.* > *RTL clients would be able to download the mobile capture application from Google Play or from our RTL website. We would then provide a valid QR code that the application would have to read in order to continue and start usage of the module. This will also setup the web service URL that the application would connect to, in order to login and do its multiple functions.* > *At this point, our Mobile Capture is only available for Android and will be available for the Apple iPhone application in the near future.* > *Please note that mobiles/smartphones shall be provided by the client and not by RTL.*			
SS-VRF-00	Seasonal Verification License (1 User) Concurrent License - for Tax *ONLY good for 3 month per year per usage.*	1	$835.00	$125.25

Proposal Notes:

• **Hardware Lead-Time:** Please note that the order needs to be placed one or two weeks prior to date of install.

• **Software Support:** Please note that should the Client terminate the Annual Support, the Client is refunded the prorated portion of the support.

• **Processor:** The RTLFiRST Processor function will run on the host remittance and imaging server.

• **Server:** Host remittance and imaging server is required. Server is NOT included in main solution quote, client can elect to provide own server station or purchase one through RTL.

• RTLFiRST & its Imaging Archival module FiRSTView utilizes MS SQL Server.

• **Verification & Imaging Stations:** Verification and Imaging can run on existing Windows-based PCs. Some PCs for verification and image retrieval purposes are NOT included in the solution quote.

• **Check21 Solution General Notes**: Client must notify its bank(s) of its intent to generate ICL/ Check21 files through software provided by RTL and provide RTL with the bank specifications and required values for file setup.

• Pricing, fees and options for depositing via Check 21 are negotiated directly by the client with their bank(s). Bank contract must be signed with the bank prior to RTL beginning implementation.

• ICL/ Check21 files will be generated by the client, using RTL provided Check21 application. File(s) generated will be transmitted directly to the bank(s) from client's location.

• Check 21 file transmission options are provided by the bank(s). Client will determine their preferred option. RTL does not provided file transmission recommendations or software for file transmission.

• RTL will coordinate with client and bank to define the testing plan and submission of testing files.

• Check21 components quoted are for use with a remittance back office system. Additional use of this module for other purposes, such as (but not limited to),converting front counter captured items may require purchase of additional licenses, software components, and services.

• Check21 Module: This includes Image Exchange Module License, Image Quality Module, and Endorsement Module. This also includes working with clients ONE primary bank on ICL file structure (x9.37 file format) conformance and testing. Additional charges apply if working with additional bank beyond the first ONE bank. See "Optional Products and Services" below.

• RTL recommends Client to have a dedicated PC to "process Check21 items". This PC will be used for ICL file generation and for image quality and endorsement functions.

• C21 PC Specs : It must have Windows 2000 Professional/Windows 7 (at least SP2)/Windows 2003 OS, Minimum 1 GB RAM, 2+GHZ Processor (minimum Pentium 4), 60 GB Hardisk and at minimum RTLFiRST 6.0 version required.

• Check-21 Processing PC is NOT quoted in this proposal but required. See other notes regarding this PC. If desired, the client can request RTL to provide a quotation of such PC. RTL normally quote Dell computers. HP/Compaq is also available upon request.

• **Real Time Lookup:** RTLFiRST offers a 2-command/function real-time lookup feature. The 2-commands allow for real-time searches against the client's account management system using either an "Exact" search or a "Wildcard" search. An Exact Search uses a search using the Account Number or other value(s) which will lead to an exact match of a single record. A Wildcard Search performs searches using one or more fields like name or address, which may lead to multiple matches. Client understands that the client's IT staff or 3rd-party vendor will be providing the 2 stored procedures or web services to be called by RTLFiRST. Client and RTL staff will work together to define the specific search criteria and return fields, but client

• **Canon Hardware:** Canon CR-190i II requires a pc and that is not quoted in this proposal.

• **Font Requirement:** Client's scan line needs to be an **OCR-A / OCR-B font** to use the Canon CR-190 Check Transport.

• **Hardware Support:** Effective date of the maintenance agreement will begin at the end of the 90 day factory warranty which went into effect on date of installation. Depot Maintenance will be provided. Should the unit cannot be repaired over the phone or WebEx. A loaner will be sent 2nd Day Air delivery; or Overnight available at extra charge.

• **Freight:** Shipping of hardware equipment to Client's facilities

• **Service:** Pre-implementation services include remote install of the system on RPS designated PCs such as the server/processor station, scan station, verification workstations, etc. prior to onsite installation.

• Client must provide for remote connection to these designated PCs/server to facilitate pre-onsite remote access installation of the remittance system.

• **Travel**: Fixed travel and other miscellaneous expenses for the duration of project implementation included in this proposal.

APPENDIX A

These notes are very important to the successful completion of the project. Please read the following notes and have a clear understanding of them.

This page must be signed and returned with the proposal. An officer or a company representative that has the authority to bind the company must sign the proposal.

- The services quoted herein are based on the approved and signed contract between RTL and client.

- Since our proposal is the existing RTLFiRST solution, RTLFiRST's inherent existing User Experience is what is being delivered. Since RTL controls the User Experience, there is neither a plan nor commitment to "how" our function, screen designs, field requirements, reports, or database design for this project should work or flow. In our product design we try to strike a balance between user-friendliness, configurability, and across-the-board benefits and appeal to the majority of our clients and not just for a few. There is no customization or programming quoted or to be provided in this project. We strongly recommend careful review our RTLFiRST solution for you to determine its suitability. Functions' descriptions do not contain specifics on "how" the functions, screen designs, field requirements, reports, or database designs should flow.

- RTL is installing directly to the "new production server". RTL is not installing to a test server first and to a production server next. Should the client want to do otherwise, from test to production; then, additional charges may apply.

- RTL is installing the RTLFiRST system to the client's production server. Pre-implementation services include remote install of the system on the remittance processing system's designated PCs such as the server/processor station, scan station, verification workstations, etc. prior to onsite installation.

- The following notes concerned the project timetable.
    a. Upon award of contract, RTL's implementation team will work with client to determine official onsite implementation date. Please refer to the response to proposal for the "sample" Project Implementation Plan for a generic overview, installation and milestones. The onsite implementation date will be agreed upon by both client and RTL.

    b. The client must provide for remote connection to the designated PCs/server to facilitate pre-onsite remote access installation of the remittance system. For this, RTL needs to have network access for remote install which may include longer and later than the normal business hours.

    c. Our project timeline is set for 12 weeks assuming that hardware delivery arrives in week 8. Should the project get delayed due to client related reasons, the client may have to wait for the next cycle or the availability of the next time slot and may have financial consequences.

    d. The Business Process Review (as described in the proposal) is critical to the process and the BPR determines the functional guidelines for the remittance processing system. This BPR will be based upon customer input and RTL understanding of the industry "best practices." It is our goal to meet the client's system requirements within the scope of the existing features of the RTLFiRST software. Should additional details that may require changes are disclosed 2 weeks after the BPR or after the system has already been configured, then RTL may have to retest everything and it would affect the schedule and additional services would be required for additional costs.

e. Should there be changes to the agreed upon onsite dates, a Change Fee may be applied to the client as a result of certain factors. Such factors include but are not limited to:

   i.   Client's request to change the schedule. (No fees will be charged if RTL is notified 30 days prior to pre-onsite date.)
   ii. Client provided hardware is not available.
   iii. The bank used by the client is not ready. (No fees will be applied if RTL is notified 30 days prior to install on the client's financial institution readiness.)
   iv. Postponement of the onsite trip as a result of the client not meeting the milestones set on the BSIP. (No fees will be applied if RTL is notified 6 weeks prior to onsite visit schedule. It is our goal to ensure a smooth installation and client activity/milestones is crucial to the process. If, a client is unable to meet project milestones and are behind by 5 business days on the Project Calendar for a certain activity, a fee may be applied for postponement of the onsite visit.)

f. Upon installation, if it appears that the RTL tech is compelled and required to return or extend their onsite visit during the implementation phase (not scheduled follow up). Client will be billed $850 per day plus $150 per day travel costs. This includes:

   i.   Travel/Lodging expenses (air, car, hotel) for the additional charges or price differential. RTL will require a signed Client Change Request Order to modify RTL tech's extension or supplemental visit.
   ii. Additional charges may apply if it appears during installation that unexpected issues arise on the client's side such as:
   iii. Additional add-on system requirements stated before or during onsite visit not agreed upon in initial Project Implementation Plan
   iv. System changes not requested on original project BPR.

g. Should there be a change in onsite schedule; client is responsible to pay *50% of the project deposit at the time of installation* (which includes hardware, software, and services). Please refer to the RTL Solution proposal for specific payment terms.

h. Should the need arise for the Onsite Implementation dates to be re-scheduled; the client may have to wait for the next cycle or the next time slot will be slotted at the next available opening on RTL's project calendar. RTL will try to work with the client in as soon as possible, however, be mindful that openings can vary from 1-12 weeks.

- The following notes concerned Travel details:

    a. Travel and other miscellaneous expenses for the duration of project implementation are included in the proposal.

    b. Travel Expenses include remote preparation, related implementation as well as optional solutions (supplemental on-site days).

    c. The client will be responsible for unexpected travel expenditure that will come up due to the lack of readiness by the client. If the client elects to "postpone" onsite visit within 4 weeks of scheduled onsite visit or it appears that additional time is required of the RTL technician to either extend or provide a secondary installation visit; the client may be required to cover additional fees/penalties for this modification. RTL technicians' schedules are rigid so "extending" their stay may not be an option and a secondary installation visit would be required at a later time. This is beyond RTL's control and would require the client to pay any fees associated with any travel.

        The client will be required to pay:
        o $35/day per diem
        o Airfare (flight change fees or secondary installation visit fare)
        o Lodging
        o Transportation (new or extended car rental fees)

Signature: _____   Date: _____

Printed Name: _____   Title: _____