



Victoria F. Sheehan  
Commissioner

THE STATE OF NEW HAMPSHIRE  
DEPARTMENT OF TRANSPORTATION



William Cass, P.E.  
Assistant Commissioner

25  
Bank

January 12, 2016  
Bureau of Turnpikes

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Council  
State House  
Concord, NH 03301

**REQUESTED ACTION**

Authorize the Department of Transportation to enter into a contract with Citizens Bank, National Association, Manchester, N.H. (Vendor #165622), in the amount of \$1,714,044.35 for Toll Revenue Processing and Armored Car Services for the Bureau of Turnpikes, effective upon Governor and Council approval or February 1, 2016, whichever is sooner, and end January 31, 2019, with an option to renew, at sole discretion of the State, for up to two (2) additional two (2) year optional operation periods up to but not beyond January 31, 2023. 100% Turnpike Funds.

Funding is available as follows for FY 2016 and FY 2017, and is contingent upon the availability and continued appropriation of funds in FY 2018 and FY 2019.

	<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>
04-96-96-961017-70500000 Turnpikes Toll Collection				
020-500204 Banking Fees	\$233,363.33	\$564,739.27	\$576,034.05	\$339,907.70

**EXPLANATION**

A Request for Proposal (RFP) was issued on September 28, 2015 for Turnpike Toll Revenue Processing Services. The RFP was sent directly to thirteen (13) commercial banks listed on the NH Treasury's Bank Contact Directory. It was also advertised in the Manchester Union Leader on September 28, 29 and 30, 2015 and listed on Purchase & Property's and Turnpikes' Websites from September 28 through October 23, 2015.

The RFP included alternate pricing for a pilot program for smart safe and cash recycling systems at the Merrimack Exit 10 Ramp Plaza with the intent to increase security in the plazas if the systems were implemented.

Four banks, Citizens Bank, National Association (Citizens), Bank of America/Merrill Lynch (Bank of America), TD Bank, and Wells Fargo Government Banking had responded with a non-binding notification of intent to bid on October 7, 2015. However, on October 23, 2015, Turnpikes only received

two responses to the RFP: one from Citizens, in partnership with Loomis, and one from Bank of America.

Consistent with Section VII: Evaluation and Selection Process of the RFP, the Selection Committee (Committee) conducted a "Preliminary Evaluation" of Citizens' and Bank of America's proposals. The Committee confirmed that Citizens responded to all the requirements of the "Technical" portion. Bank of America only expressed interest in the optional Pilot Program. They did not submit information regarding the full contract scope. Accordingly, it was determined their proposal did not meet the technical requirements of the RFP and as such, their cost for services proposal was returned unopened.

Citizens received a total score of 78.4 by the committee (by consensus, results attached):

<u>Scoring Category</u>	<u>Score</u>	<u>Weight</u>	<u>Weighted Score</u>
Response to Requirements	81	40%	32.4
References	85	10%	8.5
Cost	75	50%	<u>37.5</u>
Total Score			78.4

The contract has two major cost components. The first is the cost of transportation services. This is the cost for an armored car to pick up and drop off coin and currency at eight toll locations as well as three E-ZPass customer service centers. The second major component is for processing the coin and currency. Processing is essentially counting the coin and currency picked up each day and reporting back to the DOT by location (plaza location, lane, attendant, and bag), types of currency and the amount collected and deposited.

Citizens holds the current contract for these services. The proposed cost to process and transport coin and currency is \$11.50 per thousand dollars of revenue processed (11% increase over the current contract pricing: \$10.34 per thousand dollars processed) and \$13,131.00 per month for armored car services (22% increase over the current contract pricing: \$10,766.07 per month). Reasons for the increases included the cost of plastic security bags, opening the revenue processing building on holidays, upgrade of bar coding technology and replacement of equipment for better tracking and reporting, and system and software maintenance. The RFP allows for annual adjustments in subsequent years based on a "Cost of Living Adjustment" (COLA) established by the Social Security Administration, applied toward the transportation and processing fees of the contract.

Citizens offered a brief response to the pilot program questions, but did not submit pricing for the pilot program, which was an optional alternative in the RFP. The Department will not be proceeding with the pilot program at this time, but will consider it for future processing alternatives.

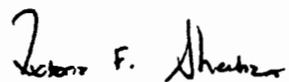
The contract will begin subsequent to Governor and Council approval, no sooner than February 1, 2016 and end on January 31, 2019 (contract total \$1,714,044.35).

The contract has been approved by the Attorney General as to form and execution and the Department has verified that the necessary funds are available. Copies of the fully executed contract are on file at the

Secretary of State's Office and the Department of Administrative Services Office, and subsequent to Governor and Council approval will be on file at the Department of Transportation.

Your approval of this resolution is respectfully requested.

Sincerely,

A handwritten signature in black ink, appearing to read "Victoria F. Sheehan". The signature is written in a cursive style with a large initial "V".

Victoria F. Sheehan  
Commissioner

Attachments:

# Bid Results

## Turnpike Toll Revenue Processing Services

### RFP 2016-055

### October 23, 2015

**Sole Qualified Bidder: Citizens Bank, National Association (Note: One unqualified bid received, returned to bidder with pricing sheet unopened)**

<u>Scoring Category</u>	<u>Score</u>	<u>Weight</u>	<u>Weighted Score</u>
Response to Requirements	81	40%	32.4
References	85	10%	8.5
Cost	75	50%	37.5
Total Score			78.4

Pricing: 1<sup>st</sup> 12 months of contract. (Note: Annual increases will be based on Cost of Living Adjustments per RFP 2016-055 Section V: RFP Pricing):

Transportation Services:	Armored Car Services – Toll Facilities	Armored Car Services – EZPass Walk-in Centers	Total Cost
Monthly Cost per Facility	\$1,302.00	\$905.00	
Number of Facilities	8	3	
Monthly Cost	\$10,416.00	\$2,715.00	\$13,131.00
Annual Transportation Cost	\$124,992.00	\$32,580.00	\$157,572.00

Processing Services:	
Flat Rate per \$1,000 of Revenue Processed	\$11.50
Estimated Annual Revenue Processed (\$1000 units)	35,000
Annual Processing Cost	\$402,500

Total Annual Transportation and Processing Cost, 1 <sup>st</sup> 12 months of Contract	\$560,072.00
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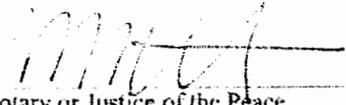
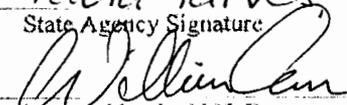
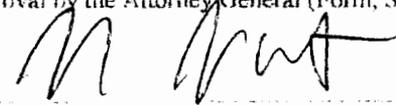
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

The State of New Hampshire and the Contractor hereby mutually agree as follows:

**GENERAL PROVISIONS**

**1. IDENTIFICATION.**

1.1 State Agency Name Department of Transportation - Bureau of Turnpikes		1.2 State Agency Address PO Box 2950 Concord NH 03302-2950	
1.3 Contractor Name Citizens Bank, National Association		1.4 Contractor Address 900 Elm Street Manchester NH 03101	
1.5 Contractor Phone Number 603-637-7121	1.6 Account Number 04-96-96-961017-70500000-020-500204	1.7 Completion Date January 31, 2019	1.8 Price Limitation \$1,714,044.35
1.9 Contracting Officer for State Agency William Cass, Assistant Commissioner		1.10 State Agency Telephone Number 603-271-1486	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Kim Little - SVP	
1.13 Acknowledgement: State of <u>NH</u> , County of <u>Merrimack</u>			
On <u>11/23/15</u> , before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace  [Seal]		PAULA M. TARVES NOTARY PUBLIC STATE OF NEW HAMPSHIRE MY COMMISSION EXPIRES MAY 23, 2017	
1.13.2 Name and Title of Notary or Justice of the Peace Paula Tarves, Business Support Specialist			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory William Cass, Assistant Commissioner	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: <u>1/6/16</u>			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

**2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.18, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.14 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the Contractor. In addition, the Contractor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this

Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

## 8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

## 9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**10. TERMINATION.** In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.** The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice and consent of the State. None of the Services shall be subcontracted by the Contractor without the prior written notice and consent of the State.

**13. INDEMNIFICATION.** The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

## 14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

**16. WAIVER OF BREACH.** No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

**17. NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

**18. AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

**19. CONSTRUCTION OF AGREEMENT AND TERMS.**

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

**20. THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

**21. HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

**22. SPECIAL PROVISIONS.** Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

**23. SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

**24. ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF TRANSPORTATION  
TURNPIKE TOLL REVENUE PROCESSING SERVICES  
BUREAU OF TURNPIKES CONTRACT REP 2016-055  
EXHIBIT A – SCOPE OF SERVICES**

As directed by the State, processing services provided by the Contractor shall include, but are not limited to the following:

1. Pickup and transport of all toll revenue from each toll facility to a processing center via fully insured armored car service. Pickup will be seven days per week, with the exception of New Years, Thanksgiving and Christmas, at all toll facilities which are as follows:
  - a. Hampton Main Toll Plaza;
  - b. Hampton Side Toll Plaza;
  - c. Hooksett Main Toll Plaza;
  - d. Bedford Main Toll Plaza (Note 1);
  - e. Merrimack Toll, Exit 11;
  - f. Merrimack Industrial Toll, Exit 10;
  - g. Rochester Toll Plaza (Note 2);
  - h. Dover Toll Plaza (Note 2).

Note 1: This plaza is anticipated to have Open Road Toll Facilities in operation by Summer 2018.

Note 2: This plaza is anticipated to have Open Road Toll Facilities in operation by Summer 2022.

These pickups may or may not be required for the entire term of the contract. Furthermore, the frequency of pickup may change for some sites. RFP 2016-055 "Section V-RFP Pricing" allows for additions or deletions of sites, or changes to frequency of pickups throughout the duration of the contract.

2. Pickup and transport of revenue from each E-ZPass Walk-In Center, servicing E-Z Pass customers at the following locations. (Pickup will be five days per week, with the exception of State Holidays):
  - a. Nashua Walk-In Center; Exit 6 along F.E. Everett Turnpike;
  - b. Portsmouth Walk-In Center; Exit 1 along I-95
  - c. Hooksett Walk-In Center; Exit 11 along I-93

These pickups may or may not be required for the entire term of the contract. The current contract for E-ZPass Back Office Systems Support ends on September 30, 2016. The proposed contract includes three (3) Walk-In Centers in Nashua, Portsmouth and Concord Areas. RFP 2016-055 "Section V-RFP Pricing" allows for additions or deletions of sites throughout the duration of the contract.

Contractor Initials: *KAF*

Date: *1/23/2015*

3. Delivery schedules/pick-up times shall be coordinated with the State. The Contractor and its subcontractors shall work in partnership with the State in an effort to maximize efficiencies and safety while reducing costs of both the State and the Contractor's operations.
4. Counting, sorting and packaging of coin and currency;
5. Removal of mutilated coins or non-monetary items collected prior to coins being deposited for credit
  - a. Require coin counting machine maintenance consistent with Manufacturer's recommendations and the State's requests to reduce potential misidentification of mutilated coin and consistently maintain operational efficiencies. A daily and monthly piece count is required, detailing the mutilated coin count at each plaza.
6. Processing of toll collections seven days per week including weekend safekeeping if necessary;

Current daily average coin and currency processing is \$120,000 with approximately 20% coin versus 80% currency;

7. Providing same business day bank credit or same day (electronic) cash transfer to a State-banking vendor for toll collection deposits.
8. Provide change fund orders to each toll facility daily or as needed. Current average daily value is \$9,400 in coin and currency. The State has standard change fund orders which are subject to adjustment from time to time. Change fund amounts for each plaza for each day will be recorded in a computer file. The "Return" file will contain one record for each plaza. See RFP 2016-055 Exhibit A - Interface Control Document Bank - Host ;
9. Process coin and currency counts for each money bag into a computer data file. Interface Control between Bank and VECTOR Host for processing files from the bank is defined by the State in RFP 2016-055 Exhibit A - Interface Control Document Bank - Host;
  - a. Adjustments, for the day's processing will be calculated and recorded in an "Adjustment" file. See RFP 2016-055 Exhibit A - Interface Control Document Bank - Host , Section 2.2.2 Adjustment Files;
10. Establish a Secure File Transfer Protocol (SFTP) connection with the State toll system host computer. FTP files containing coin and currency counts created daily to the State.
11. Participate in scheduled monthly meetings with the State and Treasury to review contract and performance standards as needed. The Contractor and its subcontractor shall be required to physically attend scheduled meetings, unless the State agrees that a conference call is sufficient.
12. Establish weekend contact procedures to allow for necessary communication between toll processing, armored car operations and toll superintendents.

Contractor Initial: *KAL*

Date: *11/23/2015*

13. Resolve discrepancies in piece counts or bag counts versus expected State toll system audit values (beyond a predetermined standard) within a defined process. The State compares toll collection audit data to coin and currency counts provided by the Contractor. Shortages and overages of \$20.00 or more are investigated by the State. To help with the investigation, the State requests research from the Contractor to document any problems that may have occurred during processing by the Contractor.
14. Processing center shall provide ability to review video surveillance to assist with issue resolution.
15. Provide bar code labels for each plaza as demand requires. White labels are required for attendants, blue labels for Automatic Coin Machines (ACM). Scanning software must accurately identify the bags scanned as attendant or ACM bags.
  - a. Exception: Hooksett Main and Hooksett Ramp Tolls do not have ACMs and all bags are held in the Hooksett Main cash vault until picked up by the armored car service. Hooksett Main and Hooksett Ramp toll attendants use different colored labels to distinguish one plaza from another. Scanning software must accurately identify the bags scanned as attendant bags.
  - b. The contractor shall implement controls to track serial numbers issued at each plaza and report to the State any gaps in the series.
16. Require regular bar code scanning maintenance to reduce errors.
17. In the event of any dispute governing the interpretation of this Contract, the Assistant Administrator's decision shall be final for the State as defined below.

Prior to the filing of any formal proceedings with respect to a dispute, the party believing itself aggrieved (the Invoking Party) shall call for progressive management involvement in the dispute negotiation by written notice to the other party. Such notice shall be without prejudice to the Invoking Party's right to any other remedy permitted by this Agreement.

The parties shall use all reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between negotiators for the parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

Contractor Initials: *KAL*

Date: *11/23/2015*

**Dispute Resolution Responsibility and Schedule Table**

LEVEL	BANK	THE STATE
Primary	Kim Little, Senior Vice President or Terri Connors, Vice President	Margaret Blacker, Turnpike Financial Manager
Secondary	Lyn Gelinis, Senior Vice President or Lori Dutcher, Assistant Vice President	David S. Smith, Turnpike Asst. Administrator

Any unresolved discrepancies shall require mediation from the State Treasurer or Attorney General offices.

18. All work specified in the preceding paragraphs shall be compensated in accordance with Citizens Cash Management Services Terms and Conditions (Exhibit F). The CONTRACTOR shall submit a statement of fees and analytical statement to:

State of New Hampshire  
 Department of Transportation  
 Bureau of Turnpikes  
 P.O. Box 2950  
 Concord, N.H. 03302-2950

19. The CONTRACTOR is responsible for compliance with the Federal Construction Safety Standards that apply to all employers subject to the regulations promulgated by OSHA.
20. The preceding service and contract agreement shall begin subsequent to approval of Governor and Council, but no earlier than February 1, 2016 and ends on January 31, 2019, as per Form P-37, Paragraph 3.
21. The contract term may be extended by two (2) additional two (2) year terms at the sole option of the State, subject to the parties' prior written agreement and Governor and Council approval. Contract extension pricing shall be based on the annual increases outlined in Exhibit B – Contract Payments, Paragraph 4.

Contractor Initials: *KJC*

Date *11/23/2015*

**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF TRANSPORTATION  
TURNPIKE TOLL REVENUE PROCESSING SERVICES  
BUREAU OF TURNPIKES CONTRACT RFP 2016-055  
EXHIBIT B – CONTRACT PAYMENTS**

1. The CONTRACTOR agrees to pickup and transport all toll revenue from each toll facility to a processing center via fully insured armored car service as outlined in Exhibit A, Paragraphs 1 and 3, at a flat rate for each plaza of One Thousand, Three Hundred Two Dollars and No Cents (\$1,302.00) per Month.
2. The CONTRACTOR agrees to Pickup and transport of revenue from each E-ZPass Walk-In Center, servicing E-Z Pass customers as outlined in Exhibit A, Paragraphs 2 and 3, at a flat rate for each Walk-In Center of Nine Hundred Five Dollars and No Cents (\$905.00) per Month.
3. The CONTRACTOR agrees to process toll revenue as outlined in Exhibit A, Paragraphs 4 through 16, at a rate of Eleven Dollars and Fifty Cents (\$11.50) per \$1,000 of Revenue Processed.
4. The CONTRACTOR agrees that annual increases in the above rates (Paragraphs 1, 2, and 3) will be based upon the "Cost of Living Adjustments" (COLA) identified on the following site...  
<http://www.ssa.gov/cola/>... following the criteria set forth for its use on this website and as noted below.
  - a. In the instance that the COLA is less than zero (0), no adjustment to the current rate will be allotted.
  - b. These escalation rates apply to "transportation and processing" aspects of Paragraphs 1, 2, and 3 above.
  - c. Escalation will be applied on a compounding annual basis.
5. The total contract price shall not exceed One Million, Seven Hundred Fourteen Thousand, Forty-Four Dollars, and Thirty-Five Cents (\$1,714,044.35).
6. The Department shall record payments in the following account numbers:

04-96-96-961017-70500000-020-500204

Toll Collection, Banking Fees

Contractor Initials: *FAZ*

Date: *11/23/2015*

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF TRANSPORTATION  
TURNPIKE TOLL REVENUE PROCESSING SERVICES  
BUREAU OF TURNPIKES CONTRACT RFP 2016-055  
EXHIBIT C - SPECIAL PROVISIONS

No Special Provisions.

Contractor Initials: *KAL*  
Date: *11/23/2015*

**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF TRANSPORTATION  
TURNPIKE TOLL REVENUE PROCESSING SERVICES  
BUREAU OF TURNPIKES CONTRACT RFP 2016-055  
EXHIBIT D – NHDOT 2016-055 INCORPORATED (NO ADDENDA)**

**NHDOT RFP 2016-055 INCORPORATED (NO ADDENDA)**

NH Department of Transportation RFP 2016-055 Turnpike Toll Revenue Processing Services dated September 28, 2015 (with no addenda) is included by reference as binding Deliverables to this Contract.

Contractor Initials.

  
Date: 11/23/2015

**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF TRANSPORTATION  
TURNPIKE TOLL REVENUE PROCESSING SERVICES  
BUREAU OF TURNPIKES CONTRACT RFP 2016-055  
EXHIBIT E – VENDOR PROPOSAL, BY REFERENCE**

**VENDOR PROPOSAL, BY REFERENCE**

Citizens Bank, N.A. Proposal to Department of Transportation RFP 2016-055 Turnpike Toll Revenue Processing Services dated October 23, 2015 is hereby incorporated by reference as fully set forth herein.

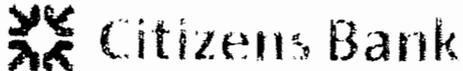
Contractor Initial:



Date:

11/23/2015

EXHIBIT F



Kim Little, SVP  
Government Banking Division  
900 Elm Street  
Manchester, NH 03101

November 20, 2015

Ms. Margaret Blacker, Turnpike Financial Manager  
State of New Hampshire  
36 Hackett Hill Road  
Hooksett, NH 03106

RE: Fee Practices

Dear Mag:

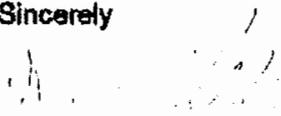
Our general practice for charging fees is stated in our "Cash Management Services Terms and Conditions" document which includes all the terms and conditions that govern our entire product selection.

To reduce paper and simplify your approval process, below is an excerpt from this document that is applicable to this practice:

"Fees. Customer agrees to compensate Citizens for all Services that Citizens provides pursuant to these Terms and Conditions. Customer authorizes Citizens to debit the Primary Account for all applicable charges and fees to the extent that such charges and fees are not offset by earnings credits or allowances or compensating balances from Customer's account(s)."

Please let me know if you have any questions. My direct line is 603-634-7121.

Sincerely

  
Kim Little  
Senior Vice President  
Citizens Bank -Government Banking Division

Contractor Initials: 

Date: 11/23/2015

**Please Note:**

The following document is a certified copy of our latest "Certificate of Corporate Existence" issued by the Comptroller of the Currency. This document is being presented in lieu of a "Certification of Authorization" from the Secretary of State. Citizens Bank, N.A. is a nationally chartered bank and is not issued a Certification of Authorization by the Secretary of State for this reason.



## CERTIFICATE OF CORPORATE EXISTENCE

I, Thomas J. Curry, Comptroller of the Currency, do hereby certify that:

1. The Comptroller of the Currency, pursuant to Revised Statutes 324, et seq, as amended, and 12 USC 1, et seq, as amended, has possession, custody, and control of all records pertaining to the chartering, regulation, and supervision of all national banking associations.

2. "Citizens Bank, National Association," Providence, Rhode Island (Charter No. 24571), is a national banking association formed under the laws of the United States and is authorized thereunder to transact the business of banking on the date of this certificate.

IN TESTIMONY WHEREOF, today,

May 29, 2014, I have hereunto

subscribed my name and caused my seal

of office to be affixed to these presents at

the U.S. Department of the Treasury, in

the City of Washington, District of

Columbia.



Comptroller of the Currency



## CERTIFICATION OF NATIONAL BANK TITLE CHANGE

I, Thomas J. Curry, Comptroller of the Currency, do hereby certify that:

1. The Office of the Comptroller of the Currency, pursuant to Revised Statutes 324, et seq, as amended, and 12 USC 1, et seq, as amended, has possession, custody, and control of all records pertaining to the chartering, regulation, and supervision of all national banking associations.

2. Effective April 16, 2014, the title of "RBS Citizens, National Association," Providence, Rhode Island (Charter No. 24571), was changed to "Citizens Bank, National Association."

IN TESTIMONY WHEREOF, today,  
May 29, 2014, I have hereunto  
subscribed my name and caused my seal  
of office to be affixed to these presents at  
the U.S. Department of the Treasury, in  
the City of Washington, District of  
Columbia.



  
\_\_\_\_\_  
Comptroller of the Currency

**CITIZENS BANK, N.A.**

**Certificate of Incumbency**

I, Gary A. Ashjian, the undersigned, Assistant Corporate Secretary of Citizens Bank, N.A. a national banking association, (the "Bank") hereby certify that the following is a true excerpt of a certain Resolution of the Board of Directors of the Bank duly adopted at a meeting held on February 13, 2015 relating to the execution of documents.

I further certify that said Resolution is in full force and effect and has not been amended, abrogated or in any way altered, added to or revised:

"... That transfers of stocks, bonds, and other securities, and proxies, and powers of attorney to vote with respect to shares or accounts of institutions or stock of other corporations, owned by, or standing in the name of, Citizens Financial Group, Inc., Citizens Bank, N.A. or Citizens Bank of Pennsylvania (each hereinafter referred to as the "Company") shall be executed and delivered from time to time in the name and on behalf of the Company by the Chairman, President, CEO, any Vice Chairman, any Vice President, any State President, any Division President, the Treasurer, any Assistant Treasurer, the Secretary, or any Assistant Secretary of the Company or by such other officer or employee of the Company so designated by the Chairman, President, CEO or any Vice Chairman or authorized by the Board or the Executive Committee of the Board (each, an "Authorized Officer" and collectively, "Authorized Officers");

That notes and other evidences of indebtedness of the Company, other than checks and drafts, and pledges of its assets as security for the repayment thereof, shall be executed and delivered by an Authorized Officer, subject to applicable law, rules, or regulations;

That checks and drafts drawn on the Company or other banks, certificates of deposit, orders for payment from the funds of the Company, notes and other evidences of indebtedness payable to the Company, shall be executed or endorsed by an Authorized Officer, provided, however, that the signatures of such officers may be in facsimile form;

That the Chairman, President, CEO, any Vice Chairman, any State President, any Division President, any Executive Vice President or any Senior Vice President may create special accounts and may direct from time to time how orders and confirmations of orders for the payment of funds from such accounts may be executed;

That reports to a federal, state or municipal authority, reconciliations of bank accounts and such other verifications and reports as may be required in the usual course of business shall be executed by an Authorized Officer, severally, or together with such other Authorized Officer as may be required by the authority to which such reports, reconciliations or verifications are submitted;

That documents, contracts, agreements, schedules, endorsements, discharges or releases of indebtedness or obligations and other instruments with respect to the closing, service administration, modification or satisfaction of any loan or other obligation of any borrower or obligor shall be executed by an Authorized Officer, a senior loan officer, a loan officer, an assistant loan officer, or such other employee of the Company as may be designated from time to time by the Chairman, President, CEO, or any Vice Chairman in accordance with the Bylaws of the Company;

That deeds, agreements, leases, documents, affidavits, statements and other instruments with respect to the administration, management or disposition of any real or personal property of the Company, or property taken by foreclosure, or in lieu of foreclosure, shall be executed by an Authorized Officer, a senior loan officer, a loan officer, an assistant loan officer, or such other employee of the Company as may be designated from time to time by the Chairman, President, CEO or any Vice Chairman in accordance with the Bylaws of the Company;

That all documents, contracts, agreements, leases, schedules, endorsements, participation agreements, signature guarantees, agreements between affiliates, letters of credit, releases of indebtedness or obligations and other instruments necessary or convenient for the transaction of the business of the Company not specifically covered by this resolution or the Bylaws of the Company shall be executed, verified, acknowledged, and delivered by an Authorized Officer, a senior loan officer, a loan officer, an assistant loan officer, or such other officer or employee of the Company having been granted authority from time to time by the Chairman, President, CEO or Vice Chairman in accordance with the Bylaws of the Company; and ..."

I further certify that the following individual currently occupies and has been duly elected to the office of the Bank set forth and as such is an Authorized Officer and that such person is authorized to execute and deliver documents on behalf of the Bank.

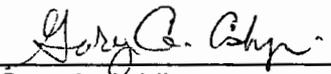
**Name**

Kimberly A. Little

**Title**

Senior Vice President

DATED this 23<sup>rd</sup> day of November 2015

  
\_\_\_\_\_  
Gary A. Ashjian  
Assistant Corporate Secretary

[SEAL]



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
12/28/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Willis of Massachusetts, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 37230-5191	<b>CONTACT NAME:</b> Willis Certificate Center	
	<b>PHONE (A/C, No, Ext):</b> (877) 945-7378	<b>FAX (A/C, No):</b> (888) 467-2378
<b>E-MAIL ADDRESS:</b> certificates@willis.com		
<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURER A:</b> Liberty Mutual Fire Insurance Company		23035
<b>INSURER B:</b> Liberty Insurance Corporation		42404
<b>INSURER C:</b>		
<b>INSURER D:</b>		
<b>INSURER E:</b>		
<b>INSURER F:</b>		

**INSURED**  
Citizens Financial Group, Inc.  
1 Citizens Drive, RDC 220B  
Riverside, RI 02915

**COVERAGES**                      **CERTIFICATE NUMBER:**                      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:	X		TB2-611-004526-034	03/31/2015	03/31/2016	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 0 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WA7-61D-004526-106	01/01/2016	01/01/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
State of New Hampshire, Department of Transportation is included as an Additional Insured as respects to General Liability as required by written contract.

<b>CERTIFICATE HOLDER</b>  State of New Hampshire Department of Transportation	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	<b>AUTHORIZED REPRESENTATIVE</b> 