

Request For Proposal
Loan Management Software
PSOJ

Section 1

1.1 Quote Due Date

The deadline for submission of quotes in response to this RFP is 5:00 p.m. JULY 9, 2002

1.2 Number of Copies

Please provide two (2) written copies of your response

1.3 Bidder Contact

Questions relating to this RFP and the formal quote should be directed to:

Bryan Hamilton / Assistant Project Manager-PSOJ Consolidation Project

The response to the bid must include bidder contact information (email and telephone) for purpose of questions and clarification.

1.4 Turnkey Approach

The desired contract is one in which the bidder delivers, installs, implements and passes an acceptance test on software, training, conversion and documentation.

1.5 False or Misleading Statements

If, in the opinion of the PSOJ, a Quote contains false or misleading statements of references that do not support a function, attribute, capability or condition as contended by the bidder, it might be rejected.

1.6 Clarification of Quote

The PSOJ reserves the right to obtain clarification of any point in a bidder's quote or to obtain additional information necessary to properly evaluate a particular quote. Failure of a bidder to respond to such a request for additional information or clarification may result in rejection of a bidder's quote.

1.7 Contract Terms and Conditions

The PSOJ will develop a contract for purchase. The bidder will supply a sample contract that may provide a guideline for the PSOJ to use in developing a contract.

1.8 Acceptance of Quote Content

The contents of the quote and all statements made within it will become, at the option of the PSOJ, a contractual obligation if a contract ensues. Failure of the successful bidder to accept this obligation may result in cancellation of the award.

1.9 Responsiveness

Quotes should respond to all requirements of this RFP to the maximum extent possible. Bidders are asked to clearly identify and limitations or exceptions to the requirements inherent in the proposed system. Alternative approaches will be given consideration is that approach clearly offers increased benefits to the PSOJ.

1.10 Format of Quote

For ease of finding required information the bidder is to follow precisely the order and section number format of the Request. Other materials not directly related to the stated requirements are to be included in the Appendices.

Section 1 (Continued)

1.11 Software Requirements

Software requirements are specified in Section 3 of this RFP and constitute a list of desired features and functions. If you do not have offerings for each of the stated applications, clearly indicate so in your response. Please explicitly state which modules you are proposing.

1.12 Equipment Requirements

The bidder should quote the equipment configuration best suited for the software application

1.14 Support Requirements

Support requirements are specified in Section 4. Your Quote should specifically address each requirement listed.

1.15 Warranties

Please provide warranty coverage information for all software modules. Include applicable starting periods for warranties. What is the policy for client acceptance of software? What is policy for return of said software in the event of non-compliance with client requirements under actual working conditions?

1.16 Information about the Company

Please provide information that will enable us to evaluate your company's financial stability, track record and support capabilities. We require that you include the following:

- Ownership of your company
- Number of years in business
- Number of installations
- Total number of employees.
- An indication of if software and related hardware are developed internally or distributed by the bidder
- In the case of internal development, include Proof of Certifications (E.g. Microsoft Certification, ISO)
- In the case of a distributorship, include confirmation of status as an authorized distributor
- In the case that you are a registered training institution please include confirmation of this status.

1.18 User References/Demonstration

Please provide a list of five paying customers of your company who are using the software proposed. The list should provide a contact name, telephone number, length of time using your system and a brief description of the users' equipment and software configuration. The PSOJ also reserves the right to request a demonstration of the system at a mutually acceptable site, which may be at the PSOJ's office, or at another site. Failure to provide suitable references, or a functional demonstration acceptable to PSOJ will result in the bidder's bid being rejected without further consideration.

1.19 Delivery and Implementation Schedule

The PSOJ plans to install all requested software and equipment as soon as possible after contract execution. Preference will be given to bidders that can complete installation within four to six weeks of contract signing. Availability of proposed hardware and software will be used in the evaluation of the bid. The bidder must include a realistic and detailed delivery and implementation schedule in terms of weeks following contract signing. Tasks to be performed by the bidder as well as by the PSOJ should be specifically stated and included in the schedule provided by the bidder.

Section 1 (Continued)

1.20 Payment/Retainer

Provide a payment schedule by percentage according to the following:

Contract Execution:

Software and Equipment Installation:

Data Conversion:

Successful Acceptance Test:

Annual Maintenance:

Installation/Training Expenses:

1.21 Evaluation Criteria

The following general criteria will be used to evaluate the responses.

- Ability of the software to meet PSOJ general and specific loan management requirements as shown in the response, and verified by references and/or functional demonstration
- Software package's features currently available and planned enhancements.
- Bidder's ability to support the software installation
- Method of data conversion and data balancing approach to effect efficient conversion
- Total cost, which considers both initial acquisition, data conversion and ongoing operating costs
- Results of reference checks and on-site/off-site demonstrations
- Level, quality and type of client training and technical assistance provided
- Upward compatibility for future growth
- Ease of use and operation of the system according to the PSOJ's general and specific requirements

1.22 Expenses for Response

Potential Bidders are solely responsible for their own expenses, if any, in preparing a response to this Request for Proposal. This would include any costs incurred during functional demonstrations or subsequent negotiations.

Section 2 Background Information

The PSOJ is currently consolidating the operations of five (5) industry associations under a streamlined and centrally controlled management team. The stakeholders from the separate associations will have an interest in the reporting and control of the entire group and their respective associations.

The project will implement the Accounting and IT infrastructure of the combined associations, namely The Private Sector Organization of Jamaica, Jamaica Institute of Bankers/Jamaica Bankers Association, Jamaica Exporters Association, the Jamaica Manufacturers' Association and the Jamaica Chamber of Commerce by supporting their initiative to consolidate operations in order to provide improved services to member firms in Jamaica.

The associations currently provide a wide range of services to members. These are designed to assist the members to improve their competitive position and the overall business environment in Jamaica. The associations wish to consolidate in order to increase efficiency, save costs, combine and strengthen service offerings, and raise the level of professionalism in the consolidated association.

Among the most critical factors for success in carrying out the consolidation, accounting, information and associations management systems must be selected and installed. This also requires expert advice in systems suitable for a multi-faceted service environment.

Data management capabilities that provide for lower cost, more responsive operations, and better association service are of primary interest. We solicit information on product features and/or options that will help us meet these objectives.

SYSTEMS REQUIREMENTS

Loan Management System

The accounting function of the respective organizations will have to be managed by a modern, multi-user, multitasking Loan Management System (System). This System must have the capabilities to manage multiple entities and multiple associations' loan portfolios.

CURRENTLY TWO ENTITIES IN THE PROPOSED ASSOCIATION HAVE LOANS OUTSTANDING

The ability to efficiently manage and coordinate separate loan portfolios will be evaluated carefully.

The PSOJ requirements:

- PSOJ will require a modern, comprehensive loan origination and management system, that will: maintain current and complete ledgers of loan activity, assist in the origination process and manage a portfolio of loans outstanding.
- The system must be able to maintain distinct loan portfolios and differentiate sources of funds and the corresponding loans outstanding. This is a requirement, as the PSOJ must report by division/association. Bidder must provide an interface with the accounting system
- The individual division's loan transaction data must be exported automatically to update the core accounting system. The bidder must perform the formatting of data for the purpose of electronic exporting to the core accounting system.

Loan Management & Reporting

The bidder must provide a system to manage loan activity of the *individual* entities. The portfolio interest rates, yields, profitability, income, collections data and receivables must be readily available. Moreover, the goal of minimizing the amount of manual processing must be addressed by the bidder.

The proposed software must have the ability to handle an unlimited number of associations, loans and funding sources.

Vendor must address the method for processing and segregating foreign currency loans (Jamaican \$, US\$, C\$ and Euros)

Reports must be able to differentiate between loan portfolios and funding sources. Reports of interest earnings, collections and past due loans must be generated directly by the system. This would preclude the need for manual reports or exporting data for further manipulation. The ability to automatically disseminate data (reports) through Email, fax or mail merge must be demonstrated by the vendor.

Reporting system must have the ability to be responsive to shifting service and reporting requirement patterns as needs, projects and funding sources change.

The bidder must address the ability to export data from the program or modules for use in other applications. No matter how comprehensive or flexible the report writing capability of the package, there may occasionally be times the data in the program will require additional manipulation or integration with other information.

The ability to export directly to Microsoft Office applications must be demonstrated. The data exported must be in a ready to use format (native format such as .XLS or .RTF or .WKS). If the system exports to an intermediate format such as a text file this must be noted in the bidder's response to the respective reporting requirements.

Outstanding Loan Listing

The bidder must propose a method to import the existing portfolios of outstanding loans. The bidder, in order to facilitate conversion, must provide an import methodology and file format. Typical import methods include importing Microsoft Excel spreadsheets or text files. The respondent will be required to produce a master format for import of major data tables and disseminate to the associations. (Borrower master file listing, opening loan balances). The bidder will be required to assist to ensure accurate data conversion.

The total number of outstanding loans in all portfolios is less than 1,000.

Upload to General Ledger Applications (off line functions)

The PSOJ will be utilizing an enterprise accounting system to manage its accounting function (general ledger). The general ledger will manage accounting, reporting and cash management functions.

The data from the loan management application must be readily imported into the general ledger system. This is a requirement to eliminate the manual reentry of data from these applications to the general ledger. **As such, the bidder must make allowances in his proposal for the configuration of the system to import data from their applications to the general ledger. The data structure is to be determined based on the off line applications selected.** At minimum, billing and collection data will be imported from the offline applications to the accounting system.

The vendor should quote the per hour rate for data conversion and any standard charges, if any.

Other items:

- ✓ 1. Is it a batch system or real time? Please note by module or function. REAL TIME...
- ✓ 2. What database does system run on? Describe. THE SOFTWARE USES DBASE DATA FILES WITH CLIPPER INDEX FILES. THE SYSTEM RUNS IN ANY WINDOWS ENVIRONMENT EXCEPT WINDOWS 3.1 AND PRIOR...
- ✓ 3. What is the maximum amount of data (records) that can be kept on line? THE SOFTWARE IS A RELATIONAL DATABASE WITH A LOAN COMPANY MASTER FILE AND JOB MASTER FILE. SO, DURING THE LIFE OF THE SOFTWARE YOU CAN HAVE 999,999 DIFFERENT LOAN COMPANIES. DURING THE LIFE OF THE SOFTWARE YOU CAN HAVE 9,999,999 INDIVIDUAL LOANS.
- ✓ 4. Is system multi currency? Describe method to process and segregate foreign currency loans? NO. YOU WILL NEED TO CONVERT THAT YOURSELF OR PAY ME TO MODIFY THE SOFTWARE FOR YOU. I CHARGE \$65.00 PER HOUR FOR EXTRA WORK.

5. Describe procedure to purge records as they become obsolete. Can system selectively purge records? Describe methods. IN THIS SOFTWARE MY CURRENT CUSTOMERS WILL NOT PURGE GROUPS OF RECORDS. YOU CAN DELETE A LOAN OR ANY OF THE POSTINGS ENTERED FOR THAT LOAN. THE RECORDS SIMPLY STAY IN HISTORY. YOU CAN MAKE ACCOUNTS INACTIVE WHICH WILL KEEP THEM OFF OF CERTAIN REPORTS AND PRINTINGS...
6. Are there any rollback or logging capabilities? Describe. NO ROLLBACK. THE SYSTEM DOES HAVE AN AUDIT TRAIL WHICH IS COMPARED TO THE DAILY BANK DEPOSIT SLIP TO INSURE THE ACCURACY OF ENTRIES INTO THE SOFTWARE AND THE DEPOSIT SLIP ITSELF... IF A POSTING MISTAKE HAS OCCURRED THEN YOU WILL DELETE THAT POSTING AND ANY THAT OCCUR AFTER IT AND THEN RE-ENTER...
7. Has it been designed and programmed using Microsoft's Windows 32 design guidelines? Is system a native windows application? YES, IT IS WRITTEN IN DELPHI WHICH IS A WINDOWS OBJECT PASCAL PROGRAMMING ENVIRONMENT...
8. Does it have a large free form account number? The applications may require multiple accounts and sub accounts. THE ACCOUNT NUMBER YOU ASSIGN CAN BE 20 CHARACTERS LONG. EACH ACCOUNT IS A SEPARATE ACCOUNT. HERE YOU MAY BE TALKING ABOUT HAVING MORE THAN ONE LOAN COMPANY OR GROUP OF LOANS. IF THIS IS TRUE THEN THE ANSWER IS YES FOR SUB ACCOUNTS. I AM NOT SURE I UNDERSTAND THIS ITEM...
9. Does system generate general ledger entries in summary or detailed? Is this capability native to the system? YES, THERE IS A PERIODIC SUMMARY ACCOUNTING REPORT THAT WILL ALLOW YOU TO ENTER A BEGINNING / ENDING DATE RANGE. THERE ARE 2 PARTS TO THIS REPORT. THE FIRST PART IS A LINE DETAIL OF EACH LOAN'S TOTALS COLLECTED IN LATE CHARGES, INTEREST, PRINCIPAL, ESCROW FOR EACH PERSON THAT HAD ANY ACTIVITY DURING THE DATE RANGE YOU SPECIFY. THE LAST PAGE OF THE REPORT IS A BREAKDOWN WITH TOTALS ON THE 'TYPE' OF PAYMENT FOR EACH OF THE DIFFERENT PAYMENT TYPES. YOU CAN POST NORMAL PAYMENTS, INTEREST ONLY, PRINCIPAL ONLY, ESCROW ONLY, ESCROW DISBURSMENTS (YOU CAN CHANGE THE WORDS ESCROW TO SAY 'FEES' IF YOU WANT TO). THERE ARE ALSO ACCOUNT ADJUSTMENT POSTINGS, REFINANCE POSTINGS...
- ✓ 10. How large can the posted amounts be? Can the proposed software handle the large figures required for Jamaican Dollar accounting? Can the system handle numbers up to \$100,000,000,000.00? YES.
11. Can the system process and differentiate the portfolios for the number of entities required? In this case two entities (2) and multiple portfolios. YOU CAN SETUP AS MANY LOAN COMPANIES OR GROUPS AS YOU WISH. EACH GROUP WILL CONTAIN A CERTAIN NUMBER OF LOANS. LET'S SAY THAT YOU HAVE 20 GROUPS. YOU CAN PRINT THE REPORTS WITH TOTALS FOR 2 SELECTED GROUPS IF YOU WISH. I AM NOT SURE IF I HAVE ANSWERED THIS ACCURATELY FOR YOU.
- ✓ 12. Does the software offer security by application or user, or program function and user? Describe security methods. YOU CAN SETUP THE SYSTEM TO REQUIRE A PASSCODE FOR EACH PERSON USING THE SYTEM. THE PERSON THAT ENTERS A PAYMENT WILL BE RECORDED AS BEING THE PERSON WHO PERFORMED THAT ACTION. MOST IMPORTANTLY, THERE IS A MASTER SYSTEM PASSCODE THAT WILL PREVENT ANYONE FROM DELETING A COMPANY OR GROUP OR INDIVIDUAL LOAN ACCOUNT UNLESS THEY HAVE THE MASTER PASSCODE.
13. Is software portable? Can it be upgraded or movable from one server to another without additional coding and conversion? YES, THE FOLDER ITSELF CAN BE BACKED UP AND PUT IN ANOTHER LOCATION. CURRENTLY I SELL THE SYSTEM FOR \$1,695.00 US DOLLARS FOR THE MULTI USER SYSTEM. THIS COVERS A SERVER AND 3 WORKSTATIONS. YOU MUST REGISTER EACH INSTALLATION WITH ME. IF YOU WANT UNLIMITED USAGE OF THE SOFTWARE I ADD AN ADDITIONAL \$500.00 TO THE PURCHASE PRICE WHICH WOULD BE \$2,165.00 AND I WILL GIVE YOU THE BACK DOOR CODES TO INSTALL THE SOFTWARE.

14. Can a single check payment be applied to multiple loans? Describe how this function will be handled. NO, UNLESS WE MODIFY THE SOFTWARE TO DO SO.
15. Can you customized late charges - Fixed, Percent of Payment or Interest Bearing on a loan by loan basis THE LATE CHARGES ARE FIXED, OR A PERCENT OF THE P&I PAYMENT, OR PERCENT OF P&I & ESCROW PAYMENT COMBINED.
16. Can software use different billing/correspondence formats for within the same database? Example: issue invoice 00001 on invoice format PSOJ, and invoice 00002 on Jamaica Exporters Association. NOT UNLESS WE MODIFY THE SOFTWARE. I DO CUSTOMIZED VERSIONS OF THIS SOFTWARE AND OTHER SOFTWARE TITLES THAT I SELL. THERE IS A BIT OF A WAITING LIST TO GET ANY CUSTOM WORK DONE.
17. Does the system allow for global changes? Proposed entities accounting operations may create a very large number of accounts. Global change capabilities allow the user to quickly create and change tables with a minimum of input (such as a change in interest rate or origination fees schedule). Describe these capabilities. WHEN YOU SET UP EACH LOAN YOU DESIGNATE THE INTEREST RATE. YOU CAN CHANGE THAT AT ANY TIME YOU DESIRE. ORIGINATION FEES ARE NOT PART OF THE SYSTEM AT THIS TIME UNLESS YOU INSERT IT INTO THE ORIGINAL LOAN AMOUNT.
- ✓ 18. Does system allow for import of data from popular spreadsheets such as Microsoft Excel? Is this a user-friendly function? Does it require a programmer? Please describe the methods of importing data. YES, THERE IS A FILE IMPORT ROUTINE THAT WILL ALLOW YOU TO IMPORT COMMA DELIMITED ASCII TEXT FILES. I NEED TO SEND YOU THAT FORMAT.
19. Do the available reports meet the needs of a typical lending agency? The proposed entity may need reports in addition to the standard reports offered by commercial systems. These reports may require an element of customization or scripting to filter data and generate reports. Please describe these capabilities. YES. THERE ARE DELINQUENCY, HISTORY, COLLECTIONS, ACCOUNT LISTINGS, PAID THRU STATUS i.e. JAN/2002, INTEREST STATEMENTS, PAYMENT COUPONS OR MONTHLY STATEMENTS, MAILING LABELS, DUE DAY LIST, AND YOU CAN CREATE & PRINT LETTERS FOR MAIL MERGE WHERE YOU CAN SEND TO ALL OR ANY OF THE ACCOUNT ADDRESSES...
20. How does system calculate interest charges on balances outstanding? Can system charge:
- Simple interest YES - $(INT\ RATE * BALANCE) / 365 * NUMBER\ OF\ DAYS$
 - Fixed rate ??? POSSIBLY THIS IS A ZERO INTEREST LOAN?
 - Add on interest ???
 - Penalty interest rate ???
21. Does system generate receipts that show specifics of amount received including GCT (sales tax)? Is this a memo field? Explain what data can be captured on a receipt. YES, THE SYSTEM DOES PRINT RECEIPTS BUT DOES NOT DEAL WITH GCT SALES TAX. THERE IS ALSO A MEMO AREA WHERE YOU CAN KEEP NOTES ON EACH ACCOUNT. THERE IS A HISTORY SCREEN WHERE YOU CAN VIEW ALL THE POSTINGS AND MAKE NEW POSTINGS FOR ANY ACCOUNT...
22. Can the system issue and manage:
- Revolving credit loans NO, NOT UNLESS WE PERFORM CUSTOMIZATIONS...
 - Workout or rescheduled loans YES, YOU CAN CHANGE THE MONTHLY PAYMENT AMOUNTS, OR INTEREST RATES. MOST PEOPLE WOULD RATHER CREATE A NEW LOAN WITH THE NEW SCHEDULE AND THEN ZERO OUT THE BALANCE ON THE OLD ONE.
 - Balloon loans YES, AND A REPORT TO SHOW YOU BALLOONS COMING DUE...

- Fixed payments YES...
- Level principal ???
- Interest only loans YES...
- Repayment schedules that are weekly, monthly, semi-monthly, quarterly, semi-annually
NOT IF YOU ARE USING SIMPLE INTEREST WHICH COUNTS DAYS BETWEEN
PAYMENTS THAT ARE RECEIVED. THE SYSTEM WILL ALLOW FOR WEEKLY,
QUARTERLY, ANNUALLY... BUT THE CALCULATION IS THE BALANCE * INTEREST
RATE / 12 FOR MONTHLY, DIVIDE BY 4 FOR QUARTERLY, DIVIDE BY 1 FOR
ANNUAL, DIVIDE BY 52 FOR WEEKLY, DIVIDE BY 26 FOR BI-WEEKLY, DIVIDE BY 24
FOR HALF MONTH 1ST & 15TH...
- Interest holidays or concessionary interest rates ?????

23. Collections – please note if these features are offered by your software

- Customer autodial (TAPI) NO...
- Collector Activity Summary Report YES...
- Calls placed, result of call USE MEMO AREA IN LOAN ACCOUNT...
- Last Call Information - promised payment date and amount ENOT UNLESS WE
CUSTOMIZE THE SOFTWARE. YOU CAN USE THE MEMO AREA TO NOTATE THAT
INFORMATION...
- Customizable collection letters THE SYSTEM HAS A SIMPLE WORD PROCESSOR
BUILT IN WHERE YOU CAN CREATE ONE CALLED 'NSF LETTER'. THEN ANYTIME
YOU RECEIVE A BAD CHECK THE SYSTEM WILL PROMPT YOU AND ASK IF YOU
WANT THE NSF LETTER PRINTED FOR THAT INDIVIDUAL. YOU CAN CREATE AS
MANY LETTERS AS YOU WANT AND PERFORM MAIL MERGE WITH THOSE
LETTERS.
- Collector's Inquiry Screen: ALL OF THE ACCOUNT AND PAYMENT INFORMATION IS
ACCESSABLE...
 - Borrower data YES
 - Property description YES – IN MEMO AREA
 - Date/Amount of last payment YES
 - Amount due YES
 - Financial history YES
 - Total amount owed YES

24. Does the vendor have a method for remote access for maintenance of software? Can system run on VNC/Citrix/Pc Anywhere? Please describe methods of data access. NORMALLY THE SYSTEM DOES NOT NEED MAINTENANCE. I AM NOT SURE ABOUT WETHER IT WORKS WITH VNC/CITRIX/PC ANYWHERE... THIS WOULD NEED TO BE TESTED...

25. What is the timeframe for a typical installation of this description? INSTALLING THE SOFTWARE ITSELF DOES NOT TAKE BUT A FEW MINUTES. TRAINING ON HOW TO USE THE SOFTWARE CAN TAKE A COUPLE OF DAYS.

26. Is product TAPI compliant? E.g. can product fax out reports and statements and link to TAPI compliant software? YES, IF YOU HAVE A FAX DRIVER ON THE COMPUTER YOU CAN SELECT THE FAX AS THE PRINTER AND THEN GENERATE THE REPORT. THE FAX SOFTWARE DRIVER WILL TAKE OVER FROM THERE.

27. Is product MAPI compliant? E.g. can product Email reports and statements and link to MAPI compliant software such as Microsoft Outlook? NOT RIGHT NOW, IT WOULD NEED TO BE BUILT INTO IT.

28. Can product run a mail merge to Microsoft word? On what data? Describe the steps to send statements to borrowers. NO, I DO NOT INTEGRATE WITH ANY MS PRODUCTS...
29. Does software require any specialized hardware to operate? (E.g. receipt printer) NO...
30. The bidder must ensure that the opening member loan balances are imported in a manner that is efficient and consistent with PSOJ's requirements. The bidder must also ensure that the incumbent associations are providing properly formatted data for opening balances. Describe briefly how you will complete this task. Please specify if you will be using your employees or subcontractors to complete this task. THERE IS AN IMPORT FEATURE TO SET UP THE INITIAL LOANS AND STARTING BALANCE INFORMATION, DUE DAY, GRACE DAYS, ETC... I WILL PERFORM THIS TASK WHEN YOU PROVIDE ME WITH THE DATA FILES.
31. The bidder must ensure that the opening loan balances and master files are posted or imported accurately. Balances must be consistent with PSOJ's schedules. Describe briefly how you will complete this task. Please specify if you will be using your employees or subcontractors to complete this task. ONCE THE IMPORT PROCEDURE HAS COMPLETED THE REPORTS SECTION HAS A COUPLE OF REPORTS THAT WOULD PROVIDE US WITH THE TOTALS OF THE BALANCES FOR ALL ACCOUNTS. i.e. THE TOTAL NOTES RECEIVABLE AMOUNT.
32. Please describe or demonstrate the method of management reports for loan originations, collections, and past due loans. THERE IS A REPORT THAT WILL LIST LOANS ORIGINATED FOR ONE DAY OR FOR A BEGINNING AND ENDING DATE RANGE. THERE IS A REPORT THAT WILL GIVE YOU TOTALS ON COLLECTIONS FOR A BEGINNING AND ENDING DATE RANGE, THERE IS A REPORT FOR LISTING DELINQUENT ACCOUNTS.

Section 3 General Software and Hardware Standards

The proposed computerized accounting software must comply with the following general standards.

- 100% compatible with Windows NT, 2000 or XP Operating System YES
- Software Bidder must be Certified Bidder for proposed software YES
- Software native to the PC environment YES
- Software compatible with PSOJ Networking environment (Windows 2000 network, TCP/IP connectivity) YES IF IT IS A LOCAL NETWORK ... NOT ON THE INTERNET WITHOUT SOME MODIFICATIONS TO THE SOFTWARE TO IMPLIMENT A CLIENT/SERVER ENVIRONMENT.
- Software able to print documents direct to PC networked printers YES
- MAPI capability (Outlook) NOT WITHOUT MODIFICATIONS TO CURRENT SOFTWARE
- TAPI capability (Fax & Phone dialer) YES TO FAX, NOT TO PHONE WITHOUT MODIFICATIONS.
- Manufacturer or bidder must currently supported software with no known plans for phase out. YES
- Software adheres to widely accepted industry standards, and has passed independent audit testing YES
- Software is easy to use/train and must be a native windows application with a Graphical User Interface (GUI) YES YES YES, THE SOFTWARE IS VERY USER FRIENDLY...
- ✓ ■ Adequate security features that include the ability to set access controls at Multiple levels. NOT AT MULTIPLE LEVELS. EACH USER CAN BE REQUIRED TO ENTER THEIR PASSCODE AND THERE IS A MASTER PASSCODE AS DESCRIBED ABOVE IN ITEM # 12...
- Software includes built-in back up features, and data recovery if processing is disrupted due to power loss or other interruptions. YES
- Custom Report capabilities must be available (data access via commercially available tools) NO
- ✓ ■ Documentation with on-line help, as well as printed user manuals THERE IS A USER MANUAL
- Capable and responsive support, with a toll free support line to bidder, and available email and remote diagnostics during normal business hours. YES, EXCEPT NO TOLL FREE NUMBER...
- Ability to utilize customized forms used by the PSOJ. Ability to customize all forms and reports to meet current and future requirements. NO CUSTOM REPORTS AT THIS TIME

Section 3 (Continued) Specific Software Standards

The proposed solution must provide the following capabilities

- Multi Company (concurrent access to multi companies) YES

- Multi User (10 concurrent users) YES
- Client Server architecture NOT CLIENT / SERVER BUT WORKS WITH MULTI-USERS
- Centralized backup and recovery ??? THERE IS A BACKUP MODULE WITH THE SOFTWARE... IT IS UP TO THE USER TO DETERMINE WHERE THEY WANT TO SEND THE BACKUP TO. THIS COULD BE TO A CD, ZIP DRIVE, OR ANOTHER DRIVE ON THE NETWORK
- PC based native windows 32 bit application YES
- Returned items/NSFs automatically processed YES
- Reporting – automatically generate by portfolio ????
- Origination YES THERE IS A REPORT FOR THIS
- Collections YES THERE IS A REPORT FOR THIS
- Fee billed and collected YES THERE IS A REPORT FOR THIS
- Past due loans (ageing) YES THERE IS A REPORT FOR THIS BUT NO AGING. IT HAS A "PAID THRU DATE" WHICH IS A MONTH AND YEAR, i.e. JAN/2002. IF YOU REQUIRE A 'OVER 30, OVER 60, OVER 90, OVER 120' DAY REPORT I COULD CUSTOMIZE THAT FOR YOU...
- Collections report YES THERE IS A REPORT FOR THIS
- Instant payoff information on-screen for a selected date YES, AND THERE IS A REPORT FOR THIS
- Print amortization schedule for existing or prospective loan YES, AND THERE IS A REPORT FOR THIS...
- Print loan history inclusive of changes in fees, principal, interest YES THERE IS A REPORT FOR THIS
- Integration with Microsoft Office for form letters (native) NO...
- Exportation of billing and collection data NO...
- GCT (sales tax) on fees NO...
- Access through commercially available reporting tools (Crystal Reports, MS Access, Excel) YES
- Ability to scale to Microsoft SQL Server, Oracle Database, or Pervasive SQL ????
- Sales tax management (Sales tax collection on fees and reporting) NOT AT THIS TIME...

Installation

The bidder will provide complete installation of the software and related hardware (e.g. configure software to print to existing cheque printers, laser printers), ensure proper system performance, and complete acceptance testing YES

Support Services

PSOJ software support, with a toll free support line, and available email and remote diagnostics during normal business hours is required. Optional extended hour coverage (up to 7 X 24) must be available. YES, I SUPPORT THIS SOFTWARE, BUT DO NOT HAVE A TOLL FREE LINE. EMAIL YES, I AM NOT SURE IF PC ANYWHERE WORKS WITH THIS OR NOT...

Support with a maximum 4-hour response time during normal business hours is required. YES

Section 4 - Installation and Support Requirements

4.1 Equipment and Software Delivery and Installation Schedule

Bidder must provide a delivery and installation schedule based on time after contract signing

4.2 Software Sign-off

The PSOJ requires that acceptance testing take place within 2 business days of the completion of installation, and be conducted using a checklist of functions to be verified:

- Verification of all functions and processes as listed in specification
- Data entry requirements – ensure stable and consistent data entry environment.
- Multi user requirements, access to applications from multiple workstations
- Printing requirements, confirm configuration of printers to specific tasks (dot matrix receipt printer, laser report printer)
- Security and access requirements
- Throughput test of projected volumes
- Verification of converted data (balances, accounts)
- Verification of check entry, printing and posting
- Verification of receipt entry, printing and posting

- Verification of audit functions, review via drill down and printed audit reports
- Verification of data upload to accounting applications (test data)
- Upload test batch to ensure 100% accurate postings
- Print test statements and invoices for all companies (verify format)
- Electronically distribute statements, invoices and meeting reminders

Any discrepancies noted in any of the tests will to be corrected by the bidder prior to system acceptance.

4.3 Software Documentation

It is required that the bidder provides both on-line and hard copy documentation (user's manual) to the PSQJ at no extra charge.

4.4 Data conversion and balancing

The bidder will be required to supervise conversion of accounts and opening balances. Data from loan ledgers of individual entities must be incorporated in the corresponding accounts of the individual associations. This process may be performed electronically or manually, but will be managed by the bidder. Bidder will deliver system to client after client acceptance of opening balances. Please state capabilities with respect to this matter.

The bidder will be responsible to liaise with the relevant associations to ensure that they are preparing viable master files for conversion. This may require test conversions on the bidder's part to ensure that the data is complete and reasonable.

Provide the procedure the bidder uses for conversion of current records and balances. Please note that the bidder is responsible for supervision of successful conversion of association's loan balance records.

- Current balances – Receivables from members
- Interest Rate and terms files
- Master files - Borrower Listings

4.5 Equipment and software maintenance and updates

Provide the procedure the bidder uses for enhancements and upgrades. Detail any charges involved.

4.6 Software Source Code

A complete copy of the proposed source code is required to be available for purchase or in escrow, upon request.

4.7 Training for end users

Training is required to cover all aspects of software operations, including supervisor functions, reporting, origination, billing and receipt cycle. Training program should be adequate to ensure that staff are capable of performing designated tasks without additional supervision.

Provide a proposed training schedule. Schedule should include projected time and cost by training area.

- The training rate per hour must be explicitly stated.
- Discounts and no charge training hours must be explicitly stated.

Section 5 Price Quotation

Provide a detailed price quotation, including a summary of all costs and a detailed list of each item proposed and its associated cost. Provide quotation in US\$ to facilitate comparison.

- The conversion and installation rate per hour must be explicitly stated. This includes rate for:
 - Modifications to reports and advices YES \$65.00 US DOLLARS PER HOUR
 - Develop profile of existing borrower loan accounts YES \$65.00 US PER HOUR

- Convert existing records, accounts and balances YES \$65.00 US DOLLARS PER HOUR
- The programming rate per hour must be explicitly stated. This includes:
 - Cost per hour to modify code to export data to general ledger application YES \$65.00 US DOLLARS PER HOUR
 - Any other coding modifications, excluding reports and advices. YES \$65.00 US DOLLARS PER HOUR
- Discounts and no charge installation and data hours must be explicitly stated.

Section 6 Contingency Plans

It is extremely important that accounting records are posted in a real time environment. Bidders should list any contingency procedures provided if a prolonged outage should occur. This outage may be due to hardware or software issues. I HAVE EXPLAINED THE BACKUP PROCEDURES ABOVE...

- Provide approach to disaster recovery such as tape backup or offsite parallel facilities that are specific to your software.
- Provide specifics of backup and recovery methods optimized to your software.

THANK YOU FOR CONSIDERING JJT LOAN SERVICING SOFTWARE FOR YOUR OFFICES.