



March 18, 2015

**ADDENDUM #1
RFP #15-67
BANKING SERVICES**

The number of this Addendum, Addendum No. 1, must be entered in the space provided on the Bid Form.

CLARIFY:

How many bags of coin are being picked up daily? Are they mixed currency bags?

- We have 8 to 10 bags a day containing cash, checks and change typically under a \$1.00.

Does the City currently utilize remote deposit services to scan checks and coupons?

- We don't currently use remote deposit services

Is the ability to scan checks AND coupons a requirement of the bid?

- The ability to scan checks and coupons is in the scope of services.

Who is the incumbent bank?

- Eastern

Will you provide an analysis statement with balances, volumes, and services currently used?

- NA

Do you use a Lockbox? If yes, can you provide lockbox volume information? If no, can we include it?

- Yes This is a separate RFP

Article 10 regarding "Discount", can you elaborate what this is?

- This is boilerplate language for goods, NA

Article 37, does this apply to this RFP? If so, please clarify how?

- NA

Pg 15, does the City currently use remote deposit?

- No

- If no, how many machines do you expect to need? 6 – 7

Pg 16, does the City's \$20 million average monthly include investment balances? What portion is operating (or checking) versus investment?

- No all operating

Is the City interested in paying for services through compensating balances, or a mix of fees and balances?

- No

Pg 16, does the City have an Armored Car Contract in place? If yes, which courier do you use and when will the contract expire?

- Lomas when bank contract expires.

What file formats would the City need the bank to provide it to integrate with the MUNIS system

- FTP

Does the City anticipate using MUNIS to store images of paid/deposited checks? If so, in what file format would the City need the bank to provide it to integrate with the system

- No

Please verify the figure for Monthly Direct Deposits. 12,000. Seems outside of the normal range for a City.

- We average between 3200:4000 wkly on payroll



COURIER QUESTIONS (PAGE 16)

You provided the average daily dollar amount for your courier pickup (\$100,000). Can you provide a rough breakdown of the contents (i.e. how much is coin versus currency versus checks)?

- Minimum to none

You provided the amount of coin per bag of \$10. Can you tell us how many bags are picked up each day?

- 8 – 10 BAGS A DAY

If the bags contain coin and currency, how many currency deposits are included in each bag (i.e. do bags contain one deposit each or do you put several deposits into a bag)?

- One deposit slip per bag

Merchant/Credit Card Questions - NA

1. Are you currently accepting credit cards online or face-to-face, or both?
2. Do you assess a Convenience Fee for all card transactions (tax and water and parking)?
3. Can you provide the number of merchant accounts currently in use and the purpose of each account?
4. What is the average transaction amount and annual volume processed for each merchant account?
5. Please identify the card interface (terminal, software, gateway, IVR, VAR) used for each of the merchant accounts
6. Can you provide copies of your merchant statements for each merchant account for the last two (2) months?

Online Bill Pay Questions

How do you integrate with your current online bill pay service (file upload, shopping cart)?

- FTP format

What is your annual billing volume?

- 300,000 bills

When do you mail statements/bills?

- Qtrly RE & PP, Monthly UB, Excise 10 plus times a year from the RMV schedule

When are payments due?

- Multiple dates

How many payments do you get from FI bill pay services?

- Approx. 15,000 online payments a year

General

Page 2, Article 2 requires the proposer to list the opening date of the bids on the envelope. Should the due date of the RFP be used? No opening date was specified.

- Date is same as due for RFP

Please clarify Page 3, Article 10 regarding discount.

- This is boilerplate language that applies to purchases of good

Page 16 lists an average monthly balance for all accounts of 20 million. Page 17, Question 3 states the average monthly balance for all accounts is 30 million. Please clarify which is more accurate. n/a

- N/A



Are you currently utilizing any fraud prevention tools such as Positive Pay and an ACH debit filter?

- Yes

The following questions are regarding Merchant Card Acceptance

What are the annual volume for the real-estate, water and excise tax departments and average transaction size?

- N/A

What point of sale (POS) will you be using to enter the transaction? Is it a virtual terminal, dial out terminal or mobile?

- N/A

Do you have an e commerce web site for registration on line for class or after school programs?

- No

How will you charge for parking? What is the make and model of the parking kiosk? What is the annual volume and average ticket for the parking?

- N/A

Wire Transfers, ACH Collections/Disbursements

Please provide more details regarding the “various encryption protocols” required by the Bank to accept the City’s transmissions.

- We currently use secure encryption keys which is the Banks protocol.

If awarded the RFP, can we get samples of the required file layouts?

- Yes

Automated Reconciliation Plan (ARP)

The Bank stores images of all cancelled checks. Are images acceptable?

- Yes

Deposit of Funds

Could you clarify the deposits of the collections received at the cashier’s window?

- N/A

Are cash and checks currently delivered to the local branch?

- Yes Daily

If so, is that done in person, via night drop or Armored Car?

- Armored Car

Account Balance Reporting

Could you clarify your statement of wanting to be able to “make investments’ online?

- N/A

Are these intended to be transfers to MMA account or other investment banks or does the City expect to do direct online investment activity?

- N/A

Remote Capture

Does City currently use any remote capture system?

- Not at this time

If so, can you provide a sample of the coupon(s) being scanned?

- Yes

Is any information being captured from the coupon, or are you simply capturing the image itself?

- Yes, by scan line



How many remote capture devices are needed?

- 6-8

Coupons

Does city currently provide coupons for payments?

- Portion of the bill has a scan line which is mailed in with payment.

If so, are these coupons accepted in the Cashier's Office or only via Lock Box payments?

- Both

Is the monthly CD ROM back-up service for coupons currently provided by the incumbent bank, or is this a new service request? Is online access to these images a suitable alternative?

- No

Armored Car Pick Up" and related "Transactions"

Who is current Armored Car Pick Up contract with?

- Loomis

How does the City currently compensate its bank for this service?

- Invoice

Is the charge analyzed or does the City pay the armored car invoice directly?

- Invoiced

Are check deposits provided to the armored car as well, or are all checks deposited through Remote Capture?

- N/A

What is the breakdown of cash, coins and checks deposited into the accounts?

- N/A

For "coin" deposits – please provide us with details on how coins are deposited (i.e. dollar amounts, loose or rolled, similar denominations, etc.) .

- Under \$1.00 per bag most days

Instead of a local branch, as long as daily deposits are picked up between 10am-2pm, can delivery and processing be done .

- N/A

Sincerely,

P. Michael Vaughn
Chief Procurement Officer