



"The Capital City of the Palm"

PROCUREMENT DIVISION

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Addendum No. 2

RFP 11-12-200

Banking Depository Services

Each recipient of this Addendum acknowledges all of the provisions set forth in the Request for Proposal and agrees to be bound by the terms thereof.

This addendum shall modify, clarify, change or add information and become part of the above referenced Request for Proposal.

This addendum shall:

1. Extend the bid due date to Thursday, December 15, 2011 at 3:00 p.m.
2. Provide answers to questions received.

Question 1:

The RFP indicates a deadline of Monday, December 1st. December 1st is a Thursday. Can you clarify?

Answer 1: See extended date above.

Question 2:

Please clarify the RFP Term. How long is the banking services contract in place?

Answer 2:

The City intends to award the contract for an initial term of three (3) years with the option to renew for an additional two (2) year period.

Question 3:

Can we provide a link to our financial statements or a pdf copy on the electronic version of the RFP vs. a printed copy in each printed RFP?

Answer 3: Respondents may provide a separate PDF file of the financial statements.

Question 4:

Please clarify the quantity of "small amount of unsorted coins". Are they counted or uncounted?

Pg. 12 - # 7 – Coin

The Bank will provide coin sorting and counting. Parking deposits approximately \$5,000.00 in coins daily. Total weekly coin deposit is approximately \$25,000. The majority of coins are sorted. There may be a small amount of unsorted coins.

Answer 4: Counted.

Question 5:

The City has multiple accounts including controlled disbursement. Would the City consider a proposed change in account structure in order to create efficiencies & cost savings?

Answer 5: Yes.

Question 6:

Form C: Are the "Multiple Statements" online statements or a duplicate paper statement fee?

Reference Form C, Page 1 of 3, General Services

Answer 6: Currently duplicate paper statements.

Question 7:

The City is charged a "Br-Non-Standard Cash Processing Surcharge" What about the City's banking center deposits are considered Non-standard? Please explain the City's deposit process.

Reference Form C, Page 1 of 3, General Services

Answer 7:

The City's standard form of deposit is utilizing the armored car service. However, the City may make a few daily deposits at a local branch either with a teller or via night drop.

Question 8:

Please explain the City's Customer Cash Letter deposits. Are these deposits posting from your retail lockbox provider?

Reference Form C, Page 2 of 3, Customer Cash Letter

Answer 8: Yes.

Question 9:

Is the volume listed under "MC Cash Deposit processing" per \$100 or per \$1000 deposited. Reference Form C, Page 2 of 3, Cash Services.

Answer 9: Per \$100.

Question 10:

Please provide the make/model of the current remote deposit terminals.

Answer 10: Make: Digital Check Corp, Model: TellerScan 230-100DPM.

Question 11:

Regarding Appendix I: Procurement Card Program. Is there supposed to be a form following the title page?

Answer 11: Appendix I is posted on the website as an attachment.

Question 12:

Is it acceptable to the City if the electronic copy of the proposal does not have the notary stamp on the documents? All printed responses will have the 1 original stamp and copies.

Answer 12: The electronic copy must contain the same information as the original documents to be submitted.

Question 13:

Merchant Services:

- a. How many different Merchant IDs/TIDs do you require?
Answer: Presently sixteen (16).
- b. How many terminals do you operate?
Answer:
Presently, one terminal at Grassy Waters Nature Center. The City swipes using cash receipting system.
- c. What make and model are those terminals?
Answer: Make: Verifone, Model: OMNI3200SE.
- d. Do you require any wireless or mobile payment acceptance capability?
Answer:
At this time the City does not use, but would like the opportunity for special events.
- e. Can you provide further description about your online payments capability? Please provide information on your current process and any future plans.
Answer:
Presently the City accepts echecks, ACH and credit card payments online. ELEVON is presently the City's processor. The gateway is Paypal or plug and play. Customers may pay online or via telephone. Regarding future plans, presently the City only accepts Visa and MasterCard with plans to add American Express.
- f. What types of Software, gateways, types of Payments, future vision etc.?
Answer: See above.
- g. Through which channels will checks be accepted for real time payments. Face to Face, Check by Phone etc.
Answer: Face to face, telephone, or online.
- h. What volume of checks do you anticipate? Avg. ticket?
Answer: Average monthly encoded deposited items, 11,935.
- i. What is the annual number of credit card transactions? Avg. Ticket?
Answer: Average annual number of credit card transactions: 176,196
Average ticket: \$80.19

Question 14:

In reviewing the RFP, please provide FORM C - Fee Schedule.

Answer 14: Form C - Fee Schedule, is posted on the website as an attachment.

Question 15:

Please provide 12 months of average balances for all City accounts.

Answer 15:

Account Analysis Statements from June 30, 2010 to June 30, 2011 are attached herein and provide the average monthly balance.

Question 16:

Please provide 3 months of current analysis (fee for services) for all City accounts.

Answer 16: See answer to question 15.

Question 17:

Please provide 3 months of current bank statements for all City accounts.

Answer 17: See answer to question 15.

Question 18:

Please provide the current rate of interest and/or earnings credit that the City is earning. Is this tied to a particular index?

Answer 18: Present earnings credit 0.25, tied to target Federal Funds Rate.

Question 19:

Armored Car Service: Is the contract currently held with the City?

Answer 19: Current bank provides the armored car service.

Question 20:

Please provide three months Bank Analysis Statements for the Accounts.

Answer 20: Please see answer to question 15.

Question 21:

Please confirm the number of ACH Direct Deposit Files submitted monthly based on a biweekly payroll there would be at least 2 per month.

Answer 21: On average, approximately 47 per month.

Question 22:

Please provide the Total Dollar Amount of the ACH Direct Deposit File submitted each payroll period as we will need to determine an ACH Exposure Limit based on a three day average dollar amount initiated.

Answer 22: Approximately \$2.2 million.

Question 23:

Please provide the name of your current Accounting Software Program(s)

Answer 23: Oracle Financials.

Question 24:

What is the name of your current Armored Courier Service Provider and do you intend to continue with this company?

Answer 24: Current bank provides armored car service.

Question 25:

Night Deposit Services are included in the RFP; please provide the number of deposits made on a monthly basis. Also the average dollar amount of the Cash Deposited.

Answer 25: Approximately 4-5 per month. Averages \$2,000.

Question 26:

Are the deposits processed via the Armored Courier cash and checks if so please provide the average dollar amount of cash deposited on a monthly basis and the number of checks.

Answer 26: Armored courier simply transports.

Question 27:

What information do you currently download into your Accounting Software Program from your Bank's Online Service?

Answer 27:

The City utilizes Oracle Financials. The current bank transmits a cleared check and a deposit file daily which are imported into Oracle and Excel for reconciliation. The City also reviews online daily all transactions.

Question 28:

Please provide the annual credit card volume, broken out by card type (V, MC, AX, Disc), along with transaction volume?

Answer 28: Twelve months of Chain Merchant Summary Statements are attached herein.

Question 29:

Please provide 3 months of current merchant processing statements.

Answer 29: See above.

Question 30:

What card types do you currently accept?

Answer 30: MasterCard, Visa. The City intends to begin accepting American Express.

Question 31:

Do you accept payments by eCheck?

Answer 31: Online.

a. How do you handle ACH notifications of change (NOC)?

Answer: The City corrects as noticed.

Question 32:

Do you accept PayPal?

Answer 32: PayPal is one of the City's gateways.

Question 33:

Do you accept Pin based debit? If so, what equipment is used?

Answer 33: No.

Question 34:

How many locations do you currently accept credit/debit cards?

Answer 34: Debit is not accepted. The City accepts credit cards at approximately fifteen locations either through keyboard swipes or terminal.

Question 35:

How many Merchant IDs (MIDs) do you currently utilize?

Answer 35: Sixteen.

Question 36:

How do you currently accept payment transactions?

Answer 36: Online, telephone or in person.

Question 37:

Is a single vendor supporting all payment channels below? If not, please provide the current vendor for each payment channel below.

Answer 37: No.

Question 38:

What is the dollar value and number of transactions processed monthly?

Answer 38:

The City does not have a breakout of transactions processed in person. Please refer to Account Analysis Statements attached herein.

Question 39:

Do you currently utilize credit card equipment?

Answer 39: Yes.

1. If so, do you own it? **Answer:** Yes.
2. If so, provide the number of units
 - a. What is the make and model of each? (for example – Hypercom T4100, Verifone MX870)

Answer: Verifone, Model: OMNI3200SE

Question 40:

Do you utilize a POS system/kiosk?

Answer 40 : Yes, three self-check machines/kiosks at the Library.

1. If so, what system and version is used?

Answer : 3M Model: 8410F

Question 41:

Do you utilize middleware? If so, what system and version is used?

Answer 41 : No

Question 42:

What is the dollar value and number of transactions processed monthly?

Answer 42:

The City does not have a breakout of transactions processed online. Please refer to Account Analysis Statements attached herein.

Question 43:

Is a convenience or additional fee of any type assessed for payments made via the online payment website?

Answer 43: No.

Question 44:

Who hosts your online website?

Answer 44: Teleworks is our third party software, however the City hosts the website.

Question 45:

Are your customer's registered on your website?

Answer 45:

Yes, for Utilities and Parks & Recreation customers. Library, Parking, Building Permits and Business Tax customers are not required to register.

Question 46:

Do you present bills online?

Answer 46: No. Paper only.

1. Do you use a shopping cart?

Answer: No.

2. Do you use a third party for bill presentment?

Answer: No.

Question 47:

Do you present products or a catalog online?

Answer 47: No.

1. Do you use a shopping cart?

Answer: No

2. Do you use a third party for this?

Answer: No.

Question 48:

What payment gateway or ISO are you using?

Answer: PayPal or Plug and play.

1. Is the gateway PCI compliant?

Answer: Yes

Question 49:

Customer Service/Collections over the phone?

Answer 49: Yes.

1. What is the dollar value and number of transactions processed monthly?

Answer: The City does not have a breakout of transactions. Please refer to Account Analysis Statements attached herein.

Question 50: IVR?

Answer 50: Yes.

1. What is the dollar value and number of transactions processed monthly?

Answer: The City does not have a breakout of transactions processed. Please refer to Account Analysis Statements attached herein.

2. Does a third party provide this service?

Answer: Teleworks software.

Question 51:

Do you have a software system or any other systems that need to integrate with our solution?

Answer 51: Yes.

a. If so, what is the name and version number of the software that you are currently using?

Answer: Oracle Financials Version 11i and Excel

Question 52:

Is any cardholder data or ACH data stored for any reason?

Answer 52: Yes.

a. If so, where is the data stored? (For example – in a payment profile for each customer in your ERP system)

Answer: Stored in PeopleSoft Utility Billing System.

Question 53:

How are the credit card processing fees currently paid? direct bill, ACH debit, etc?

Answer 53: ACH Debit.

Question 54:

When do you receive available funds in your bank account after a transaction is completed?

Answer 54: Same day.

Question 55:

Do you upload any reports into your systems for G/L posting or reconciliation?

Answer 55:

The City utilizes Oracle Financials. The current bank transmits a cleared check and a deposit file daily which are imported into Oracle and Excel for reconciliation. The City also reviews online daily all transactions.

Question 56:

Do you process recurring transactions?

Answer 56: Yes, as an ACH only.

a. How do you handle expired cards stored for recurring payments?

Answer: Not applicable, the City does not store.

Question 57:

Please provide full copies of your most recent 3 months of bank, analysis and investment statements.

Answer 57: Account Analysis statements are attached herein.

Question 58:

Will the City provide merchant statements by location for review/analysis?

Answer 58: Twelve months of Chain Merchant Summary Statements are attached herein.

Question 59:

What is the monthly check volume processed; related to check conversion and/or verification?

Answer 59: Please refer to Account Analysis Statements attached herein for available information.

Question 60:

What is the average check amount?

Answer 60: Unknown.

Question 61:

Does the City own and/or lease current credit card equipment?

Answer 61: Own.

Question 62:

What is the make and model of current credit card equipment?

Answer 62: Verifone, Model: OMNI3200SE

Question 63:

How many credit card terminals are installed at various locations/sites?

Answer 63: One.

Question 64:

What payment gateway is the City currently utilizing for e-commerce transactions?

Answer 64: PayPal and plug and play.

Question 65:

Does the City currently charge a convenience fee to e-commerce customers?

Answer 65: No.

Question 66:

What is the amount of your current payroll file?

Answer 66: Approximately \$2.2 million.

Question 67:

Are there any peak times of the year when that volume increases?

Answer 67: No.

Question 68:

Who is your current armored car provider?

Answer 68: Current bank provides service

Question 69:

Please describe your process for preparing your coins (page 12, question 7)

Answer 69:

The bank will provide coin sorting and counting. Parking deposits approximately \$5000.00 in coins daily. Total weekly coin deposit is approximately \$25,000. The majority of coins are sorted. There may be a small amount of unsorted coins.

Question 70:

Will cash and coins be deposited in to the same account?

Answer 70: Yes.

Question 71:

What percentage of cash deposits are made at the local branch/frequency?

Answer 71: Dollar percentage of cash deposits small; deposits daily.

Question 72:

How are you currently charged for currency processing? Is it per \$100 or per \$1000, etc.

Answer 72: Per \$100

Question 73:

What does volume of 3,224 equate to in dollar volume?

Answer 73: per

Question 74:

Confirmation that the city will provide analysis statements for all bank accounts.

Answer 74: Attached to previous questions

Question 75:

Confirmation that the city will provide merchant statements. We are unable to provide pricing with the information provided.

Answer 75: Attached to previous questions

Question 76:

On Form C, Average Ledger Balances are approximately, \$2.4 mm, is this accurate and all balances to be considered?

Answer 76:

The average monthly balances on Form C are based on an average of the volume, for the respective service description, from June 30, 2010 - June 30, 2011, for all accounts to be considered.

Question 77:

Do all 18 accounts use Current Day Reporting, if not, how many do require service?

Answer 77: One account uses current day reporting, all others need balance inquiry.

Question 78:

Customer Cash Letter, please confirm these deposits (588) and (11,953) are encoded deposits being processed at the branch and the city is not receiving image cash letter services. Deposits (588):

Answer 78:

The City electronically transmits images of checks (not encoded) for deposit utilizing cash letter services. Encoded Deposited Items (11,935): The City's lockbox company pre-encodes checks for deposit using cash letter services.

All other information remains the same.

Bidders must acknowledge receipt of this Addendum 2 in the space provided below. This Addendum forms an integral part of the bid documents and therefore must be executed. Failure to return this addendum with your bid submittal may be cause for disqualification.

Issued By: City of West Palm Beach
Procurement Division
December 5, 2011

Issued By: Althea Pemsel
Althea Pemsel, MA, C.P.M.
Procurement Official

BIDDER: _____

Signed By: _____

Print Name: _____

Title: _____

Date: _____

End of Addendum 2