



**Shelby County
Tennessee**
Mayor

Mark H. Luttrell, Jr.,

Questions & Answers

Issued: August 19, 2014

RFP #15-007-09

Banking Services – County Trustee

TO ALL PROSPECTIVE BIDDERS:

The following questions were submitted by potential vendors
Our answers are listed below:

1. Given the size and magnitude of this RFP will the County consider an extension?
Response: No
2. To level the playing field for all bidders and to ensure that the County receives the most competitive responses, please share an average monthly group account statement for the County and the Schools. Response: The monthly Analysis for the most recent fiscal year are being provided for both Regions and BOA in separate attachments.
3. Is the County currently utilizing compensating balances to offset service fees? If so, what is your current earning credit rate (ECR)? Do you currently have a floor? If so, what is it? Response: Yes compensating balances are used, ECR is 65 basis points. That is the floor.
4. What rate is the County currently earning on interest bearing accounts? Response: 21 basis points.
5. Who is currently the bank for the school activity accounts? Response: The information provided to us is that 1st Tennessee has been used for most of these accounts.
6. Is the County at the end of their existing contract term? Did the County excise the 1 year extension with their current provider? Response: The contract expired on 6/30/2014. The 1 year extension has also expired.

7. **Is the armored courier contract held separate from banking services? Response: Yes, the contract is with Shelby County Government separately.**
8. **During the prebid the County mentioned that they expect to take on the City of Memphis collections during this contract period? Please share more details around these expectations, the associated volumes and balances. Response: Collected property taxes should exceed \$1 Billion. Balances will not change due to the requirement for the money to be turned over to the City of Memphis within 24 hours of collection. The City has approximately 291,000 parcels therefore deposit activity will increase.**
9. **Would the County consider awarding their business in lots like it is today? If so, what would be required of the bidders? Response: Yes, clear identification of what the bidder is bidding on would be needed. The timing is the same as this bid.**
10. **Sheshunoff Rating – This is not something the bank currently subscribes to. Is there another rating the bank can provide that will satisfy this request? Response: A comparable substitute will be accepted.**
11. **Lockbox – is the County’s lockbox seasonal and the volume provided spread out over 12 months? Response: The County is not currently using a lockbox service, but the General Sessions office is interested in using those services sometime in the future.**
12. **Page 13 and 27 discuss Warrants:**
 - **Is there an encoded MICR line on the warrants? If so, is the RT in the MICR line of the warrants a standard bank owned RT? If not, who does the Federal Reserve recognize as the owner of the routing number? Response: Yes there is a standard MICR line.**
 - **Will the award bank’s account number appear in the MICR line of the warrants? Response: Yes.**
 - **Will the warrant account be funded when the items are issued? If not, when are the warrants funded? Response: All warrant accounts are controlled disbursement accounts and are funded on the basis of presentment.**
 - **Is there a review process that is required for the warrants prior to paying for them? Response: All warrants require positive pay.**
 - **Will you view images of the warrants that are paid on a daily basis? Response: Images are reviewed periodically.**
 - **Are there any other special requirements for the warrant accounts or is your expectation that the warrants will be processed exactly like checks? Response: They are processed like checks.**

- **What statutes, government codes, etc. provide for the issuance of warrants? Response: TCA 5-8-207, TCA 5-12-110 and TCA 5-21-116.**
- **Have you ever issued registered warrants? What statute allows for the issuance of registered warrants? Response: No.**

13. Page 14 – General Requirements – Special School Activity Accounts

Response: In general, Shelby County School’s administration anticipates the various Activity Accounts to be administered separately from the County Banking Services. The account expenses are expected to be consolidated in a manner that would allow these expenses to be offset by compensating balances maintained by SCS administration. The accounts themselves will be basic checking accounts with no specialized services. They will carry balances from periodic deposits and checks will be written against those balances at the individual schools. No additional information is available at this time. The Shelby County Schools administration intends to go to a ‘cashless’ system, but the extent of that ability is yet to be defined.

- **How does the County anticipate the schools compensating for service fees? See above.**
- **Please share 12-months of balance history for each school. Not available.**
- **Please share services and volumes required by each type of school (i.e. High School, Middle School and Elementary School) and number of accounts for each school type. See above.**
- **Given the demographics and geographic locations of the schools it doesn’t seem as though the schools could go to a completely cashless environment. Does each school have a vault onsite to manage the incoming cash? If not, how do the schools plan to handle their cash deposits? If utilizing banking centers, please share the monthly number of deposits, the amount of currency, coin in \$100.00 increments, and paper checks. Most schools have a safe on site. They are currently using those to reduce armored courier pickups.**
- **Will the schools require change order? If so, please share the volumes and details around a typical change order. Not available.**
- **Will the County mandate that the schools bank with the County’s awarded bank? The Shelby County School’s Administration has mandated this change.**
- **Please share if the schools are being charged a deposit assessment fee (formally known as FDIC). Not available.**
- **Please share the Earnings Credit Rate (ECR) or interest rate earned for each school. Not available.**

- Does each school requiring a remote deposit scanner deposit at least 100 items per month? Not available.
- 14. Page 27 #9 – Please share more detail /clarification on negative databases and collection agencies. Response: These file exchanges pertain to collection services previously used by the County Clerk’s office. They have suspended the use of that type service, and at this time have no plans to change back.
- 15. Page 45 #10 – Is the County currently charged a deposit assessment fee (formally known as FDIC)? Response: Yes
- 16. Page 53 – Section IX Pricing 1.a
Is the County’s current Earnings Credit Allowance (ECA) based on an index which is published in the Wall Street Journal? Is there a current floor established? Is so, what is the floor?
Response: Yes, the floor is 65 bps.
- 17. Page 54 – Does the current provider offer supplies at no cost? If so, please provide a list of supplies and volumes? Response: All supplies have a cost and are included on the analysis.
- 18. Page 58 #3 – Can financials be provided by link or CD ROM? Response: CD ROM.
- 19. Page 60 – Where in the County would you like to place future kiosks? Response: The addition of Kiosks is reviewed periodically, there are no immediate plans to add any.

Attachment H

1. From your current financial institution, are the analysis service code definitions available? That would be helpful to clarify all the services in Attachment H. Response: We do not have a document of ‘service code definitions’ available.
2. ACH 3rd Party Payroll – please describe this service. Is there a payroll provider (i.e. ADP) operating payroll for the County? If so, who is the 3rd party provider? Do they use the County’s accounts or their own for check issuance? Response: There is no 3rd party payroll provider utilized for either the County Government or the County School’s payroll.
3. ACH Alert Acct Fee – please describe this service. Is this a fraud prevention service to alert of unauthorized debits or a service providing notification of ACH activities? Response: This is a fraud prevention service to identify and alert the Trustee’s office of unapproved activity.
4. ACH Credit/Debit Transact and Transmission – please provide average dollar amount of file for ACH Credits and Debits as well as largest dollar amount of files for any exception processing (seasonal spikes, payroll bonus, etc...). Additionally, how are the ACH files transmitted to the bank (https, ftp/pgp, sftp, etc...)? Response: ACH activity

- is handled through the on-line banking system. Some are transmitted via FTP file transfer, but most are completed through the on-line banking connection. Average monthly amounts exceed \$160 MM, with individual transactions as high as \$30 MM.
5. **ACH Transact Add Delete – please describe this service. Response: This is a manual correction charge.**
 6. **Branch Cash Order Per Strap – please provide dollar amount of average change orders provided by the branch. Response: The Trustee’s office does not have that information available.**
 7. **Branch Cash Order special – please describe this service or clarify how the order is special. Response: This is the charge for any ‘non-standard’ cash order.**
 8. **Branch Cash Order Standing – what is the standing change order amount, breakdown and frequency? Response: The Trustee’s office does not have this information available.**
 9. **Deposits-Credits – please provide method of deposit, branch, night drop, vault or other? Response: The County utilizes all types except vault at this time.**
 10. **EPA Debit Auth Mo Fee Per Acct – Is this a fraud prevention service for ACH activity? If not, please describe this service. Response: It is fraud protection.**
 11. **Exp Courier Handling Fee-Us – please describe this service. Response: Special handling and courier delivery of files on a ‘one-off’ basis.**
 12. **Imaging Monthly Maint and Imaging Via CD-ROM – since these are both per account monthly maintenance fees, please describe the Imaging Monthly Maint and what is provided – is this online access to images? How long is the retention period if online? Response: This is imaging for the CD and on-line copies of canceled checks. They are available on-line for one year.**
 13. **Please describe the following services: Response: These are all the services and operations of the Integrated Payables process allowing Accounts Payable files to be transmitted to a third party for processing – including segregation into three types of payments – Checks, ACH and ‘Card Management’ (payment card) services. Card Management service involves the notification to the vendors that their payment is available for them to access and transfer to their account. It is the service that creates the rebate.**
 - a. **Integrated Payables – ACH Online presentment**
 - b. **IP – Additional Pages (per page)**
 - c. **IP – Check Pull – Per check**
 - d. **IP – Check Pull File Fee**
 - e. **IP – Check to ACH Conversion**
 - f. **IP – Check/ACH Print 1st Page**
 - g. **IP – Monthly Fee**
 - h. **IP – Positive Pay File Creation**
 - i. **IP – Postage (Pass-through) ** Explicit Charge****
 - j. **IP – Postage Presort**
 - k. **IP – Vendor Enrollment**

14. **ITR ACH Per Batch – please describe this service. What is ITR and how is the ACH batch delivered to the bank? Response: These are the instances of on-line submission of ACH batches during the month.**
15. **ITR Detail Trans per item – please describe this service. Is this ACH addenda information and is it incoming ACH or outgoing ACH addenda (sending or receiving)? Response: This is the processing of the outgoing ACH payments.**
16. **ITR EDI Report – is this online access to the EDI report? Response: Yes.**
17. **ITR Quicken Quickbooks-Mo Maint – please describe this service. Response: This is a specific provision to accommodate accepting files from a Quickbooks system.**
18. **ITR Return Deposit Item (RDI) Report – please describe this service. As a per account charge, please provide how the report is accessed, when it is available, how often it is available and the details provided (reason, image, maker, etc...). Response: This is the provision that allows on-line visibility to Returned ACH items. It applies to only one account, and is an on-line report.**
19. **On-line BAI Export-Mo Maint – please describe this service. Response: This is the monthly charge for enabling the BAI service.**
20. **On-line Current Day Info and Previous Day Info – this unit is listed as daily report. Is the daily report for 61 different accounts? If not, please provide the number accounts that have current and previous day information reporting. Response: Yes**
21. **Misc Debits & Credits-Mo. Maint. – please describe this service. Response: It is the service that allows for the completion of these Debits and Credits for all accounts.**
22. **Non-Customer Check Cashing Fee – is the County currently assessed for this fee or is it waived for the non-customer and the County? Response: It is waived.**
23. **Payment File Fee – please describe this service. Is this related to ACH files? Response: This fee relates to batches submitted for processing in the Integrated Payables system.**
24. **POS PAY Online Rptg – unit is daily report. Are there 19 different accounts with this online report? What information is contained in the report? Response: All of the County’s disbursement accounts are on Positive Pay, and all information for that system is available on-line. Issues, cleared checks and exceptions are typically available.**
25. **PosPay Exception Rptg – please explain reason(s) for exceptions. Are these items not contained in your issue files, is it a timing issue or other? Response: Exceptions are items being presented for payment that do not have a corresponding issue record in the positive pay system. Reasons may be timing of the positive pay issue record lagging behind the presentment at the bank, a misread of a presented check, or presentment of a fraudulent item.**
26. **Remote Dep Mo Maint Per Wkst – is this per workstation or per account? Please clarify. Response: Yes, this is a per workstation item.**
27. **Recon-Input Output per transmission – unit states transactions yet description indicates per transmission. Please clarify and describe this service. Response: This is a correction and retransmission instance.**
28. **Recon-Deposit Reconciliation – please describe this service. Are there locations encoded on deposit tickets and reconciliation is provided per location? Response: Yes there are separate codes on some deposit tickets for multiple locations. This line items reflects corrections to deposits sent to the bank.**

29. **On-line BAI – please describe this service. How many accounts have this service?**
Response: This is the charge to have all active County accounts included in the BAI file reporting.
30. **On-line CD FTP – please describe this service.** Response: This is the charge to have the accounts available via FTP.
31. **On-line PD Desktop – please describe this service.** Response: This is the charge to enable Desktop reporting access for those same accounts.
32. **REPO Confirmation-Mo Maint – please describe this service. Is this an overnight repurchase investment?** Response: This is the monthly charge for the service regarding the Repurchase Agreement for Daily Sweep Confirmation.
33. **Return Items Special Handling – please describe this service and what is the special handing request for returned items?** Response: This is the charge for handling returned deposit items.
34. **Trust Dept Custody Fee – please describe this service.** Response: This is the fee for having this function available to the Trustee.
35. **Vault Cash Order Memphis – Is this charge per order?** Response: Yes
36. **Vault Dep Error Correction – are these cash or non-cash related errors? If both, can the volume be provided for both types?** Response: Both, less than 10 per month – total.
37. **Vault Dep Notify Mail/Phone – does the county require notification for all vault deposits or only under special circumstances (over a certain dollar amount, delayed delivery, etc...)? Does the notification have to be by mail/phone or would a fax notification be acceptable?** Response: This is an exception notification that is a per instance charge when errors or questions require a communication from the Vault.
38. **Vault Order Coin Per Roll Memphis – are coin orders provided in full Fed boxes (50 rolls per box) or does the coin order provide loose rolls?** Response: Loose rolls.
39. **Vault Order Std Strap Memphis – please provide dollar amount of average change orders provided by the vault.** Response: We do not have that information available at this time.
40. **Vault Supply Money Straps, Deposit Slips, Deposit Bags – is the county currently charged for these deposit supplies? If so, please provide information on how these are bundled. For example, is it 400 loose deposit tickets, or 400 books of deposit tickets? How are the Deposit bags bundled, what sizes are provided, 1 or 2 pocket security bags?** Response: Deposit bags are in bundles of 50, in one of two sizes. Deposit tickets are all in books, usually of 50. The County is charged for all orders on the Analysis, unless orders come from outside vendors.
41. **Wire incoming – are these domestic USD wires? If not, please provide additional details.** Response: Domestic.
42. **Lockbox – what types of items are processed through the lockbox? The monthly volume is not extensive and there could be a cost savings by combining these volumes into another deposit method. Is there a reason why these items could not be processed through remote deposit or image cash letter?** Response: The County does not currently utilize lockbox services for any office. The General Sessions Clerk is however interested in utilizing that service at some time in the future.

Contract

43. On page 67, paragraph 12, you state that “This Contract contains the entire Contract of the parties and there are no other promises or conditions in any other Contract whether oral or written. This Contract supersedes any prior written or oral Contracts between the parties.” Is Shelby County agreeable to incorporating the Terms and Conditions that it signed on 4/20/06 into any final contract? Response: No, the final contract terms will have to be negotiated between the Shelby County Government legal office and the winning vendor.
44. On page 68, paragraph 20 (a), you state that the “Consultant shall provide services pursuant to this Contract in accordance with the terms and conditions set forth within the Shelby County Request for the Shelby County Purchasing Department and incorporated herein by reference.” Is Shelby County agreeable to using the Bank’s Terms and Conditions that it signed on 4/20/2006? Response: No, the final contract terms will have to be negotiated between the Shelby County Government legal office and the winning vendor.
45. On page 68, paragraph 20(b), you state that “It is understood and agreed between the parties that in the event of a variance between the terms and conditions of this Contract and any amendment thereto, including ancillary agreements for miscellaneous bank services, and the terms and conditions contained either within the Request for Proposals/Bids or the Response thereto, the terms and conditions of this Contract as well as any amendment shall take precedence and control the relationship and understanding of the parties.” Is Shelby County agreeable to incorporating the Terms and Conditions that it signed on 4/20/06 into any final contract? Response: No, the final contract terms will have to be negotiated between the Shelby County Government legal office and the winning

Section VII: General Banking Services: Sub Section B: Page 16: Number 6 – Banking Structure

- States: “Approximately 215 DDA’s with separate costs and a separate group analysis.”
- Please clarify if the school accounts will be included in the ZBA structure or if they will continue to be stand alone accounts
- Response: These accounts will not be included in the ZBA structure.

Section VII: General Banking Services: Sub Section B: Page 18: Deposit – Miscellaneous

- States: “The number of deposits made each month for most offices does not vary greatly; however, seasonal fluctuations may affect the number of items and the dollar amounts deposited.”
- Will the County please provide a peak amount and clarify what would be the seasonal time frames?
- Response: Most offices do not have significant ‘seasonal fluctuations’. The Trustee’s office experiences very high activity in December (150,000 transactions for \$252MM last year), and in February (82,000 transactions for \$296MM this year).

Section VII: General Banking Services: Sub Section B: Page 23: Number 11: Deposit – Electronic ACH File (Minimum Bid Requirement)

- States: “Describe the bank’s pricing for electronic receipts/files.”
- Please clarify if the County wants the pricing included in the body of the response or should the pricing only be included on Attachment H
- Response: Only on Attachment H.

Section VII: General Banking Services: Sub Section B: Page 25: Number 1 – Deposit – Miscellaneous

- States: “Can various on-line banking payments made to the Trustee’s office be combined and sent as one ACH? If yes, how would the payment information be transmitted? Can the ‘parcel number’ format be required with each payment? Can the bank create a payment file to be downloaded into the Trustee receivable software?”
- Please ask the County to expand on this question
- Response: We would like to see the Parcel #, tax year and town code (19 characters total) to properly identify and apply payments.

Section VII: General Banking Services: Sub Section B: Page 25: Number 2 – Deposit – Miscellaneous

- States: “Can online banking payments which are made to the Trustee’s office list multiple parcels? Example: Taxpayer owns several rental parcels and wants to pay using online bill payment. They would pay a total of three parcels and need to list each parcel and the amount for each. Trustee would then download the list and apply the payments, (like a company would apply a single payment to multiple invoices).”
- Please ask the County to expand on this question
- Response: Can the bank provide a means of collecting and passing to the Trustee’s office - multiple lines of detail supporting (attached to) on-line payments?

Section VII: General Banking Services: Sub Section B: Page 25: Number 3 – Deposit – Miscellaneous

- States: “Do Credit Card payments have an identification number that is traceable from the credit card file being submitted to the credit card companies through to the deposit in the bank account?”
- Please ask the County to expand on this question
- Response: Is it possible to match credit card payments on the bank statements to payment records submitted for processing by the card processor?

Section VII: General Banking Services: Sub Section B: Page 26: Number 4 – Deposit – Miscellaneous

- States: “Is there an identification number that links multiple deposits made in one ACH or ICL file – identifying various settlement dates?”
- Please ask the County to expand on this question
- Response: Same as above. Is it possible to match ACH or ICL file data to the items as they appear on the bank statement

Section VII: General Banking Services: Sub Section B: Page 26: Number 6: Deposit – Miscellaneous

- **States: “Does the bank provide a Lockbox service? Please describe the input features as they relate to checks and supporting documentation received.”**
- **Does the County use an OCR scan line?**
- **What type of payments are received through the lockbox?**
- **Response: The County does not currently utilize a lockbox service for any office, but it is being considered by the General Session Court Clerk for mailed in check payments.**

Section VII: General Banking Services: Sub Section C: Page 30: Number 10: Controlled Disbursements

- **States: “Describe pricing for controlled disbursements. Show all the costs associated with having 1 controlled disbursement account; include costs associated with account maintenance, analysis, recon, positive pay, etc. Please include on Attachment”**
- **Please clarify if the County wants the pricing included in the body of the response or should the pricing only be included on Attachment H**
- **Response: Attachment H**

Section VII: General Banking Services: Sub Section C: Page 31: Number 1-F: Positive Pay on Control Disbursement Accounts

- **States: “...the Bank will agree that the County cannot be held liable or responsible for the detection of forged endorsements nor for any losses incurred or caused by forged endorsements”**
- **Does the County’s current banking services agreement contain a provision that the County cannot be held liable or responsible for the detection of forged endorsements nor for any losses incurred or caused by forged endorsements? Will the County share its’ experience history on the handling of forged payee endorsement claims, the average dollar amount associated with such claims and the aggregate dollar amount of all such claims under its present contract for banking services?**
- **Response: The County has not paid any such claims under this contract.**

Section VII: General Banking Services: Sub Section C: Page 32: Number 6: Positive Pay with Payee Name Verification on CD and DDA Accounts

- **States: “Describe pricing for both types of positive pay services (include the fee information in attachment H)”**
- **Please specify what “both types” references. (i.e. Reverse Positive Pay & Positive Pay)**
- **Please clarify if the County wants the pricing included in the body of the response or should the pricing only be included on Attachment H**
- **Response: Positive Pay with Payee Name verification and Positive Pay without name verification. Attachment H.**

Section VII: General Banking Services: Sub Section C: Page 39: ACH Vendor Payments

- Will the County please provide the dollar amount and volume of vendor payments currently processed via ACH?
- Response: Approximately \$13.4 MM per month, please refer to Analysis Statements provided for volumes.

Section VII: General Banking Services: Sub Section G: Page 44: Vendor Payment (Accounts Payable) Options

- States: “The Trustee’s Office as well as other elected official’s offices process Accounts Payable vendor payments in a variety of methods and across a variety of accounting systems.”
- Will the County please expand on the type of payments currently made through this process? (i.e. ACH, Check, Purchasing Card, Wire) As well as the dollar amount and volume for each payment type?
- Response: Average monthly dollar amounts are: ACHs exceed \$160 MM, Checks exceed \$70 MM, Card Management System exceeds \$2 MM, Wires exceed \$60 MM. Please refer to Analysis Statements for volumes.

Section XV: Contract Requirements: Sub Section A: Page 66 Number 9: Arbitration

- States: “[Any dispute concerning a question of fact in connection with the work not disposed of by agreement between the Consultant and the County . . .”
- Will the County provide an example, or examples, and the circumstances where this provision has been invoked? Does this paragraph have any application with bona fide disputes that may arise under the contract for banking services?
- Response: To-date this provision has not been invoked.

Section VII: General Banking Services: Sub Section B: Page 16: Number 6 – Banking Structure

- States: “Approximately 215 DDA’s with separate costs and a separate group analysis.”
- Please clarify if the school accounts will be included in the ZBA structure or if they will continue to be stand alone accounts
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- States: “Do Credit Card payments have an identification number that is traceable from the credit card file being submitted to the credit card companies through to the deposit in the bank account?”
- Please ask the County to expand on this question
- Response: Is it possible to match credit card payments on the bank statements to payment records submitted for processing by the card processor?

Section VII: General Banking Services: Sub Section B: Page 26: Number 4 – Deposit – Miscellaneous

- States: “Is there an identification number that links multiple deposits made in one ACH or ICL file – identifying various settlement dates?”
- Please ask the County to expand on this question
- Response: Same as above. Is it possible to match ACH or ICL file data to the items as they appear on the bank statement

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- **Response: The County has not paid any such claims under this contract.**

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 - Will the County provide an example, or examples, and the circumstances where this provision has been invoked? Does this paragraph have any application with bona fide disputes that may arise under the contract for banking services?
 - Response: To-date this provision has not been invoked.
1. Please provide the RFP in Microsoft Word and Pricing in Attachment H in Microsoft Excel format to allow us to respond while ensuring we do not deviate from the format of the RFP. Response: use Attachment H.
 2. Please provide the three months of bank analysis statements covering all the accounts included in this RFP. Response: Please refer to Analysis attachment.
 3. Please provide the interest rate currently earned on overnight investments. Response: 21bps (basis points)
 4. What ERP system and version does the County use? If multiple, please explain how they integrate. Response: There are multiple systems, none are integrated.
 5. Does the County contract with an armored courier currently? If yes, please provide the name of the armored courier. Response: Loomis
 6. Page 17, section B “Deposits” discusses the 25 County entities that will use armored courier. Please explain the typical composition of deposits: checks, cash and/or coin; as well as potential for change orders. Response: All possible combinations are present throughout the County. We do not have history on Change Order requests.
 7. Please identify which County entities will use a Branch or store for deposits. Response: The Sheriff’s and Corrections departments and the Trustee’s office.

8. Page 18, section B “Deposits” mentions “Bill Validating Safes”: Response: The County does not currently have any safes in place at any facilities.
 - a. Does the County currently have safes in place today?
 - b. If yes, how many? What is the model utilized?
 - c. If yes, when does the County receive credit for currency deposited into the safe? (ex. Cash dropped into safe on Monday and made available in account on ____).
 - d. How many more safes does the County plan to install?
9. Page 26, item number 6: Please provide the County’s current lockbox processing instructions. Response: The County does not currently utilize a lockbox service for any office or department. The General Sessions Clerk is interested in using it sometime in the future.
10. Page 27, section C “Disbursements” (Checks and Warrants): Is it possible for the County to provide one or two images of the warrants issued by the following accounts: Response: See attached ‘Check Copy’ file.
 - a. Shelby County General Fund
 - b. County Schools (do all schools use the same check stock and layout?)
 - c. General Sessions – Civil
 - d. Circuit Court
 - e. Trustee
11. Page 30 references Attachment J for the issue file format; however, attachment J is the ACH file format. Please provide a copy of the issue file format. Response: Should be attachment I.
12. Page 40, section D: Please provide the current overnight investment vehicle the County utilizes to sweep the excess funds available each night. Response: The Trustee uses a variety of investment vehicles including LGIP, PFD’s, CDARs etc.
13. Page 58, item number 13: Is it acceptable to include the links for the reported annual reports, call reports, and CRA info requested or provide them in CD form? Response: CD form is fine.
14. Page 60, section C “Kiosks”: Is the intent of the County to add additional kiosks in branches? If yes, how many? Response: The addition of Kiosks is reviewed periodically, there are no immediate plans to add any.
15. Page 61, section D “Tax Collections at Branch Facilities”: Please explain the current process in place for the County in terms of the expectations of the bank when it comes to processing these payments. Response: During the period of October thru February we place a collection person at a specific location for one day per week. They require a table and chair, access to electricity and a DSL line which the Trustee will pay for.
16. Page 75-76, section XVII Evaluation Process, item number A. 3: Please clarify the Evaluation Factor weighted scoring process as it relates to the Selection process. Please provide the applicable weight for each of the evaluation criteria? Response: The process has not been finalized at this time.
17. Page 76 – Section XVII Evaluation Process, Item B. There appears to be conflicting information in sections A and B regarding how the proposals will be evaluated. Section A details criteria and scoring while Section B states “a recommendation will be based on the “bank(s) making the highest and best bid to pay interest/earnings on daily balances

of the county's funds, considering the lowest service charges, and considering other factors such as safety and liquidity" – Please confirm the evaluation process that would apply to this RFP. Response: All factors in the bid will be considered. No single factor will drive the determination.

18. **Purchasing Card: Response: The County has a 'Purchasing Card' program where both individuals and departments hold cards for purchases. There are less than 50 cards and the limits are \$5,000 per department and \$2,000 per person. There is a separate program called a 'Card Management System' which is described in a separate attachment.**
 - a. **When it comes to the purchasing card, would it be possible to get a vendor file (refer to attached format) so we may review for potential accounts payable (AP) spend and provide the County with the results of the analysis. The period to be covered should be 12 months.**
 - b. **Please provide estimated annual card spend.**
 - c. **Please provide number of cards on current purchasing card program.**
 - d. **Please provide current rebate schedule for purchasing card program.**
19. **Custody Services Response: One account, zero balance, less than 6 transactions annually.**
 - a. **Please provide the number of custodial accounts the County has today?**
 - b. **Please provide the asset value by dollar and holdings?**
 - c. **Please provide the number of transactions (buys and sells) on a monthly or annual basis?**
 - d. **How many wires and ACHs are sent out of the account?**

Section II- Minimum Proposer Requirements

1. **Page 9-#20 File formats are specified (in attachment K) for the ICL transmission files described in the deposits section. There is no attachment K. Response: The input file format for the Image Cash Letter Service is a variant of the American National Standard for Financial Services, Accredited Standards Committee X9's Specifications for Electronic Exchange of Check and Image Data. Proposers will have to work with the County to accommodate this or some variant of this format.**

Section VII- General Banking Services

1. **Page 17-Collateral- "The Annual Management Certification submitted on or before 3/31/2014." This document cannot be submitted, as it is in the form of a questionnaire that describes SunTrust Bank's systems and processes, which are confidential in nature. Will a statement that was submitted on a specific date suffice? Response: Yes it will suffice.**
2. **Page 33-Overdrafts-Please explain in greater detail the need for a \$60MM Daylight Overdraft Exposure. What would cause this significant amount? How often does it occur? What is the average Daylight Overdraft Exposure for 2013/2014 fiscal year? Response: In the past it has related to a significant Debt Service payment with a timing problem between receipt of funds and the payment. It has the potential to happen once or twice a year, it has not happened during the last two fiscal years.**

Section VIII- Custodial Services

- 1. Pages 50 thru 53-May we have copies of the current custody statements that are reflected under Section VIII Custodial Services pages 50-53? Response: The Trustee has nothing under Safekeeping at the present time.**

Section XI- Organization and Experience

- 1. Page 57-#10 "Provide current peer group credit ratings as published by the Sheshunoff Public Finance Rating Agency. " The bank does not subscribe to the Sheshunoff Public Finance Rating Agency so we are not able to provide. How will this affect our response? Response: A comparable substitute will do.**
- 2. Page 58-#13 Will you accept a website, diskette, or thumb drive for the audited financial reports, 10K, or quarterly call report? If a diskette or thumb drive is acceptable do we need to include one for each copy? Response: Yes a disk is acceptable. Please include one for each copy.**

General Questions

- 1. What is the average monthly dollar amount of the county's ACH debit origination files? Response: \$398,451 per month.**
- 2. What is the average monthly dollar amount of the county's ACH credit origination files? Response: \$13,380,745 per month.**
- 3. Will you provide the Excel version of Attachment H for the ease of responding? Response: Yes.**
- 4. On Attachment H, page 89, under Image Cash Letter the number of deposited items is listed; what is the average number of files transmitted to the bank per month? Response: Please refer to Analysis Statements provided in separate section.**
- 5. Does Shelby County Government currently use an e-payables program? If so, what is the volume of payments on a monthly and/or yearly basis and the numbers of vendors involved? Would you please send us a vendor list in excel format including name of vendor, street address, city, state, zip code, number of transactions and monthly spend volume. Response: The Trustee does not have that Vendor detail. Volume for a month is approximately 500 payments for a total monthly amount of \$ 2,483,381.**
- 6. Does Shelby County have a purchasing card program? If so, what is the monthly/yearly volume? Would you like to receive information on SunTrust's capabilities in this area? If yes, what is the annual spend on the card program today? Response: The County**

does have a purchasing card program with a number of cards being held by individuals and / or offices. Monthly limits are \$5,000 per office and \$2,000 per individual.

- 7. What are the factors driving the issuance of the RFP outside of expiring contract?
Response: There is a statutory requirement.**

**Robert S. (Bob) Brenner, C. P. M.
Buyer, Purchasing Department
Shelby County Government**

Cc: Bid File

