

**Banking Services RFP Q & A (4-13-18)**

<b>CITY OF WEST HOLLYWOOD QUESTIONS AND ANSWERS</b>		
	<b><u>Banking Services RFP Questions</u></b>	<b><u>Answers</u></b>
1	Will the City be bidding out the merchant credit card processor or will the City remain with current processor?	Merchant services is not part of the Request for Proposals (RFP) for Banking Services. The City will remain with the current processor for merchant services, until the contract expires.
2	Please provide 3 months statements for merchant services.	Not applicable. The merchant services is not part of the Request for Proposals for Banking Services.
3	What face to face terminal do you utilize?	Not applicable. The merchant services is not part of the Request for Proposals for Banking Services.
4	Who is the gateway for your website payments?	Not applicable. The merchant services is not part of the Request for Proposals for Banking Services.
5	Please validate financial institution "must be a State of CA chartered banking institution". Is it acceptable to be National Bank and qualified Public Depository in CA?	Per Banking Services RFP approved by the City Council on February 20, 2018, the evaluation criteria included "financial institution must be a State of California chartered banking institution" as required points to be considered for award of contract. See RFP Section 2.7 - Evaluation and Selection Process (pages 15 -16 of 19).
6	Please provide current monthly/annual spend of the employee credit cards (page 6 of 10-appendix E).	The City has four credit cards issued to employees. The monthly amount ranges from \$12,000 to \$45,000. Annual spending using the four credit cards is approximately \$250,000.
7	Please provide 3 months AAA bank statement.	Banking Services RFP - Appendix D - Cost of Services includes details of the bank analysis statements, including volume for three months. The monthly client analysis statement are not provided as they include the charges by our current bank; the City is interested in the Financial Institutions proposed costs.
8	Who is the City's current Armored Carrier? Please provide a recent invoice copy.	Our current armored carrier is Sectran Security Inc.; this service will continue with a third party and is not included in the RFP.

	<b><u>Banking Services RFP Questions</u></b>	<b><u>Answers</u></b>
9	What is the average ACH file amount for payroll and ach services?	The average bi-weekly payroll ACH file for payroll is \$620,000.
10	Is the City considering a Purchasing Card Program?	No. The City currently is not considering a purchasing card program.
11	How often does the city send Positive Pay Files to the bank?	The City submits weekly accounts payable positive pay files and bi-weekly payroll positive pay files to the bank.
12	What information do you receive in the ARP Optional Reports?	The Account Reconciliation Processing (ARP) Optional reports are reports produced for each ARP statement cycle. Includes monthly checks that cleared the bank and monthly bank analysis statement.
13	Does the City only originate ACH via Direct transmission or would they also utilize an online system?	The City utilizes the banking online direct transmission system to originate ACH.
14	How many scanners/workstations are required by the City for Remote Deposit?	The City requires one scanner for remote deposits.
15	What scanners do you use today?	The current scanner is Digital Check - Teller Scan TS240.
16	Do you scan anything besides checks?	The City uses the scanner for remote deposits for checks only.
17	Is a federally chartered banking institution (National Association, regulated by the US Department of Treasury Office of the Comptroller of the Currency) eligible to apply or is this RFP restricted to State of California chartered banking institutions only, per the section on General Terms and Conditions, page 4 of the RFP.	Per RFP approved by the City Council on February 20, 2018, the evaluation criteria included "financial institution must be a State of California chartered banking institution" as required points to be considered for award of contract. <i>See Section 2.7 - Evaluation and Selection Process on page 15 of 19 of the RFP.</i>
18	Based on "Recoupment Monthly" Fee may we assume Average Collected Balance to be approximately \$7.3MM?	According to our monthly analysis statement from the bank, the City's average positive monthly collected balance ranges from \$4.7 million to \$8.5 million. In the RFP, you can assume the Average Collected balance to be \$7.3 million.
19	May we request AFP Codes for Appendix D – Cost of Services?	Appendix D - Cost of Services, see Attachment 1 for a sample month.

	<u>Banking Services RFP Questions</u>	<u>Answers</u>
20	What is “Desktop Deposit Services” vs. “Remote Deposit” on Appendix C? Please define.	Desktop Deposit service allows you to electronically deposit checks into your bank account from your desk, via a scanner through CEO. Remote Deposit is when you deposit checks from the place of business. There are two ways to make remote deposits: 1) Desktop Deposit - using a certified scanner, computer, and internet connection, checks are deposited through the portal (Wells Fargo Commercial Electronic Office) or the CEO mobile deposit service and 2) Electronic Deposit Service - using the existing process to capture check images and data, you create and securely transmit a file to the bank.
21	What is “Desktop Deposit” vs. “Electronic Deposit” under Appendix D – Cost of Services? Please define	Desktop Deposit service allows you to electronically deposit checks into your bank account from your desk, via a scanner through CEO. Electronic Deposit service allows your company or your authorized third-party processor to transmit an “all-items” deposit file to the bank, using a variation of the X9.37 (or X9.100-187/UCD) format. These electronic deposit files include both MICR-line data and digital images of domestic checks (drawn on U.S. banks).
22	Cash Vault Currency/Coin Deposited – 117,079; how is this volume calculated and fees currently assessed? Per \$100, per \$1000, etc.? E.g. volume of 117,079 represents \$117,079,000 (fee charged per \$1000)	The volume is the amount deposited and it is charged based on a percentage (\$.000XX).
23	May we request Appendix D – Cost of Services in excel format?	Yes. Attached as Attachment 2 - is the Excel file of Appendix D - Cost of Services.
24	May we request Appendix E in Word, as provided for in Section H, page 12 of the RFP?	Yes. Attached as Attachment 3 - is the Word file of Appendix E - Specific Questions to be Answered and Submitted with Proposal.

	<b><u>Banking Services RFP Questions</u></b>	<b><u>Answers</u></b>
25	What is the excel spreadsheet format to use for Appendix B - Summary Sheet. "Please provide the number and value of loans for the following types of loans in an Excel format as Exhibit I". (page 3 of 3). No Exhibit 1 excel spreadsheet.	You can provide this in Excel, portrait format and you can title it as Exhibit 1.
26	In Appendix E, Page 40, Section D, question 7, the RFP refers to "ratings". Which ratings does this refer to (CRA ratings, Moody ratings, other?).	Appendix E, Page 10 of 10, Section D, Question 7, requests National and California bank CRA ratings in the last five years.