

QUESTIONS RECEIVED REGARDING CITY OF SANFORD

BANKING SERVICES RFP

DUE DATE – OCTOBER 22, 2019 3:00 P.M.

1. Is the one-year contract extension a mutual option?
Yes.
2. Will the Vendor, Payroll, Credit Card Settlement, and Draft Settlement accounts all be ZBA subs to the Master Account?
Yes.
3. Does the Sanford Tourism Development Authority and Friends of Sanford, Inc. accounts also require Public Fund products?
The Sanford Tourism Development Authority will require Public Fund products. The Friends of Sanford, Inc. account will not require Public Fund products.
4. Can activity and balance levels be provided for the Sanford Tourism Development Authority and Friends of Sanford, Inc. accounts?
Please see attached Summary of Account Services – Sanford Tourism Development Authority. The Friends of Sanford, Inc. account was opened on August 27, 2019, with one deposit to date of \$1.00.
5. Does the Sanford Tourism Development Authority and Friends of Sanford, Inc. accounts require any Treasury services such as information reporting?
No.
6. What units is the Currency Deposited volume using? For instance, does February's activity represent \$1,108, \$11,080, \$110,800 or \$1,108,000 in cash deposited?
It is representing \$110,800.
7. For the annual reports request; can a link to our website be provided or are hard copies required?
Yes a link to your website can be provided.

8. In order to complete our proforma, please provide the average ledger balances for each of the accounts the City will use. Copies of the analysis statements will be helpful.
Please find attached the Summary of Account Services – Main Operating Account, Payroll Account, Vendor Account, Draft Account, Credit Card Account and Sanford Tourism Development Authority Account. This information is per our analysis statements.
9. Is it possible to provide an electronic copy of the RFP?
Yes. It will be emailed to all proposers who request it.
10. Is it possible to provide current bank statements for each account referenced in the RFP and including Sanford Tourism Development Authority and Friends of Sanford, Inc.?
Please reference the answer to question 4. The Summary of Account Services is provided for each account.
11. In Section D, you request that responses should be made only on forms provided. Will you accept a cover letter, table of contents for copies of forms requested, and a bank's standard proposal template for pricing and product descriptions?
Please provided your responses on the RFP forms provided and separate sheets where indicated as needed. You can provide the pricing and produce descriptions in the format your desire.
12. In Section D, Item 4, can you please provide a sample data transmission and explain if this is received from current online banking, emailed or sent by secure file transfer?
The data transmission is by secure file transfer. Please see attached sample data transmission.
13. In Section D, Item 5, please describe a situation where a file must be changed prior to release and how that is currently handled.
We had one occurrence about twelve years ago in which the EFT file was processed and errors were discovered soon after transmission that affected multiple checks in the file. Upon our request the bank reversed the file at no additional charge.
14. In Section D, Item 12e, please provide more information about this question.
Please state if there are any caps on any of your accounts that are interest bearing.
15. In Section E, Item 9, Please define unauthorized transactions.
Please explain the security measures you have in place to protect customer account information and check information received in the lockbox.

16. In Section E and Summary, will you provide a sample of your remittance document or describe if there is a barcode or whether data entry is required and, if so, what data is captured?

Please see the attached sample remittance document. Beginning from the left the data is check digit, amount due, bill number, institution required data. Data entry is required if they do not send the remittance document. We have requested the definition of the institution required data.

17. How many copies of the completed RFP would you like our bank to provide?

One

18. On page 17, please define Special Services Fee.

Description is listed on our current account analysis. This may not apply to all banks.

SUMMARY OF ACCOUNT SERVICES**MAIN OPERATING ACCOUNT**

SERVICE DESCRIPTION	VOLUME - FEB 2019	VOLUME - JULY 2019
Lockbox Portal Service	1	1
Lockbox Remit Image Item	2,694	2,379
Lockbox Processing Service	1	1
Lockbox Remittance Processed	2,694	2,379
Lockbox Package Prep	22	20
Lockbox Correspondence Item	37	17
Checking Maintenance	1	1
RID Maintenance	4	4
Deposits/RID	145	129
Deposit Items/ RID/ Govt	156	160
Deposit Items/ RID In State	890	868
Deposit Items/ RID Out State	459	562
Returned Items - Charged Back	11	9
Special Service Charges	1	1
Zero Balance Maintenance	1	1
AVERAGE LEDGER BALANCE	\$ 937,897.44	\$ 1,458,890.82

SUMMARY OF ACCOUNT SERVICES		
PAYROLL ACCOUNT		
SERVICE DESCRIPTION	VOLUME - FEB 2019	VOLUME - JULY 2019
Checks	77	69
ACH Monitor Filter	1	1
Checking Maintenance	1	1
Positive Pay Items	93	63
Positive Pay Maintenance	1	1
Reconcilement Full Maintenance	1	1
Full Reconcilement	93	63
Zero Balance Transfers	14	18
Account Information Hotline	3	-
AVERAGE LEDGER BALANCE	\$ -	\$ -

SUMMARY OF ACCOUNT SERVICES		
VENDOR ACCOUNT		
SERVICE DESCRIPTION	VOLUME - FEB 2019	VOLUME - JULY 2019
Checks	315	359
ACH Monitor Filter	1	1
Checking Maintenance	1	1
Positive Pay Items	349	328
Positive Pay Maintenance	1	1
Reconcilement Full Maintenance	1	1
Full Reconcilement	349	328
Zero Balance Transfers	19	22
AVERAGE LEDGER BALANCE	\$ -	\$ -

SUMMARY OF ACCOUNT SERVICES		
DRAFT ACCOUNT		
SERVICE DESCRIPTION	VOLUME - FEB 2019	VOLUME - JULY 2019
ACH Credit Per Item Fee	60	66
ACH Return Item	6	8
ACH Notification of Change	96	91
Checks	86	87
EDI Reporting Fee	23	28
ACH Monitor Paid Decision	-	1
ACH Monitor Filter	1	1
Checking Maintenance	1	1
Wire Transfers/Incoming	5	5
Zero Balance Transfers	19	22
AVERAGE LEDGER BALANCE	\$ -	\$ -

SUMMARY OF ACCOUNT SERVICES		
CREDIT CARD ACCOUNT		
SERVICE DESCRIPTION	VOLUME - FEB 2019	VOLUME - JULY 2019
ACH Credit Per Item Fee	60	76
Checks	28	33
ACH Monitor Filter	1	1
Checking Maintenance	1	1
Zero Balance Transfers	19	22
AVERAGE LEDGER BALANCE	\$ -	\$ -

SUMMARY OF ACCOUNT SERVICES		
SANFORD TOURISM DEVELOPMENT AUTHORITY ACCOUNT		
SERVICE DESCRIPTION	VOLUME - FEB 2019	VOLUME - JULY 2019
Checks	-	4
Deposit Protection Per \$1000	254	320
Checking Maintenance	1	1
AVERAGE LEDGER BALANCE	\$ 253,607.33	\$ 319,964.84

City of Sanford Banking Services Proposal
Section D, Item 4, Sample Data Transmission

384203280300000233410404190000022520
384203280300000233420404190000180586
384203280300000233430405190000029088
384203280300000233440408190000064276
384203280300000233450404190000105138
384203280300000233460404190000159058
384203280300000233470422190000002309
384203280300000233480430190000002309
384203280300000233490425190000002309
384203280300000233500419190000119620
384203280300000233510418190000092739
384203280300000233520422190000119171
384203280300000233530418190000094840
384203280300000233540419190000144440
384203280300000233550418190000214868
384203280300000233570418190000161862
384203280300000233580418190000095386
384203280300000233590422190000015768
384203280300000233600418190000102225
384203280300000233610418190000352505
384203280300000233620418190000021558
384203280300000233630418190000146177
384203280300000233640425190000006550
384203280300000233650418190000181198
384203280300000233660418190000030870
384203280300000233670418190000106362
384203280300000233680418190000155897



City of Sanford
 P.O. Box 63060
 Charlotte, NC 28263-3060
 (919) 775-8215

ORIGINAL COPY

REMIT PORTION

Please write your Account Number on your check and enclose this portion of bill with your payment. Make checks payable to: **CITY OF SANFORD**

Bill Number 2571141	Customer [REDACTED]		Service Address [REDACTED]		Amount Past Due 38.51
Bill Date 09/06/2019	Run 1	Commitment SEP191	Account Number 112283	Cust. # 23180	Current Charges 31.13

Pay 69.64 by 09/26/2019
 After 10/07/2019 Pay 74.64

Due Date	Amount Due
09/26/2019	\$69.64

\$	Amount Paid
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Returned Check Charge: \$25.00 per item.



001100



CITY OF SANFORD
 PO BOX 63060
 CHARLOTTE NC 28263-3060



00006042020602571141700000069641

Scan line field information is below. The field name and length are listed. The scan line is 32 digits and each field has a check digit (CDV) after it.

S.Num	Field Name	Data Type	Length
1	Municipal Code	Z	3
2	MCode CDV	Z	1
3	Category Code	Z	2
4	CCode CDV	Z	1
5	Tax Year	Z	4
6	Year CDV	Z	1
7	Bill Number	Z	8
8	Bill No CDV	Z	1
9	Amount	Z	10
10	Amount CDV	Z	1