

## Banking Services RFP – Questions and Answers #4:

Responses to the following received questions immediately follow the question in [blue](#) font.

1. Funds Deposited:
  - a. How much Cash is on average per month deposited via all of the bank accounts? How much is the largest cash deposit in one bank account? [See Q/A #3 for average monthly collected balances aggregated by account type. Daily balances in the checking accounts vary widely; the largest recent daily deposit has been \\$2.3million. No single account reports a monthly average balance that exceeds \\$1million.](#)
  - b. Regarding Remote Deposit: How many remote terminals does the EOC want to utilize via all of the locations/offices that make deposits? [One, at this time.](#)
2. Payments issued
  - a. Are the ACH items next day of 2 day files? [Next day](#)
  - b. Do you use a NACHA file upload to bank website or direct transmission from the EOC's accounting system to the bank's back-end platform? [Files are either uploaded to or created from the bank's website; no ACH items are created via direct link to EOC's accounting system.](#)
  - c. Would the CDFI be willing to use 1 dda to issue their loan disbursements? [No. CDFI is bound by contract to provide segregated checking and savings accounts for certain revolving loan funds.](#)
3. Fraud Control
  - a. Do you utilize formal account reconciliation services or do you reconcile from the prior day/month-end account statements via online banking? [Reconciliations are prepared in-house by our accounting staff; most of the 33 accounts require no reconciliation services. The large disbursement accounts utilize prior day reports and month-end statements to assist in the process.](#)
  - b. Do you use Positive Pay for check fraud prevention? If not, would you like us to provide this as an enhancement? [Yes, see RFP.](#)
  - c. Do you use ACH debit block or transaction review for ACH fraud prevention? If not, would you like us to provide this as an enhancement? [Yes, ACH blocks have been installed on certain accounts to prevent fraud.](#)
4. Line of Credit
  - a. What is the purpose of the line of credit? [The line is used to provide operating capital when grants receivable billings are unusually delayed.](#)
  - b. May we please have 3 years of audited financial statements/CAFR to review for the revolving line of credit? Additional credit information may be required to obtain a credit approval. [The 2013 audit is currently available on the website.](#)
  - c. The Credit Review, (if approved) and the implementation will take longer than the time frame to turn in the response. Is it ok to continue the credit review after the RFP submission date? [RFP submissions must be reasonably complete upon submission.](#)
  - d. Regarding the current line, what is the current limit, rate, outstanding balance, and historical activity? [The current limit is \\$1,810,000 and has an outstanding balance of \\$1,100,000. During the last 36 months the line has only been accessed twice, this year and in 2013.](#)
  - e. Please describe the current line of credit structure. [The line is secured by assets on account with Morgan Stanley, the credit limit is dependent on the collateral balance in this account with the interest rate being variable based on LIBOR. See also the 2013 Audit report, Note 8.](#)

5. Bankcard

- a. To clarify product –is it a debit card similar to an atm card that has a Visa/MasterCard logo? MasterCard debit cards with the logo are being used.
- b. What accounts are the debit cards currently linked to? They are linked to the investment portfolio account.
- c. Is a debit card / atm card allowed per the corporate governance policies of the organization. ATM activity is not permitted with the current card structure.
- d. Are cards issued to non signers? No.

6. Bank Card Processing

- a. What products or services does the EOC accept credit/debit cards for? Current use is very limited and exists primarily for donations collected. We are investigating potential usage as a payment option for our non-grant services provided to the general public.
- b. Can we have the model number of the terminals that you currently use? None in use.
- c. Are you currently in a contract with the current provider, and or terminals? If yes when does it end and is there a penalty to break contract? No contracts in place.
- d. May we view a Merchant Card Statement? If yes please disregard questions below.
- e. Who is your current processor? PayPal.
- f. How do you accept card now? In person? Internet? Phone? Please breakdown the volume of transactions of each; and the dollar amounts of each. Less than \$20,000/year in Intranet initiated transactions.
- g. Please breakdown the volume of transactions, and the dollar amounts of each of the major cards Visa, MC, Amex, Discover, and pin Debit Card? Unknown.

7. Travel/Purchase Cards

- a. Does the EOC currently utilize a current procurement/travel/purchase card? If yes what brand of card is it? What is the current limit on the card, and is there a current rebate program? We do not currently utilize such a program but are interested in hearing what is available to simplify and expedite travel expense reimbursements and small, routine purchases.
- b. Will this card be replacing the “bankcard” that is listed in this proposal? No.
- c. What type of limit is the EOC looking to put in place? Considering a \$300-\$1,000 range.
- d. How many cards are currently issued and what kind of reporting do you receive for the activity? None.
- e. Do you have any GL/Hierarchy mapping to your accounting system with these cards? None.
- f. Is the EOC willing to provide the bank a payables report to properly review the spending patterns and vendors in order to determine the best possible card product for the EOC. Not at this time.

8. Investment Management

- a. Is this intended to be a self directed brokerage account? No.
- b. Do you have a current investment policy in place? May we review it? Yes, there is a policy currently in place. The policy is subject to change based on the results of this RFP process.
- c. What is your current rate of return on your investments? May we view a copy of your most recent investment statement? We are looking at alternatives available and a financial institution’s expertise in this area rather than our past history.

9. Sweep Account:

- a. Does the EOC currently utilize both an Earnings Credit for offset and invested interest? What is the preferred method? [We are currently seeking earnings credit offsets rather than interest earnings due to the current market considerations.](#)

10. Table A- Monthly Transactions Volume:

- a. The 50 Clients on ACH Credit for loan payments do not show up on the table, are they managed separately? [The 2,400 ACH Items Originated is comprised both ACH Debits and ACH credits for employee direct deposits, vendor payments, and these 50 client loan payments.](#)
- b. What is the average monthly balance between all of the 33 bank accounts (not including any investment accounts or savings/mma accounts that are mandatory) [Please see Q&A #3 for monthly balance information.](#)
- c. Would you like to have positive pay on all of the bank accounts? [Positive pay is currently needed on the three major disbursement accounts \(payroll, accounts payable, and health benefits\). To provide increased fraud prevention, payee positive pay is in place for the accounts payable account.](#)
- d. Is CD imaging a necessary item? [Please provide details on the services you can provide. Due to audit requirements, we must have access to front and back copies of checks for multiple years in arrears.](#)
- e. There is monthly maintenance fee listed as 15, is this the number of accounts that have a monthly maintenance fee? Do the other 18 accounts not have a fee? [Fees on the other 18 accounts are either minimal or are currently being waived.](#)

11. Within the RFP, under 9. Bankcard Processing, the following are my questions:

[See Question 6 above.](#)

- a. What are the current monthly and yearly statistics for card transactions: # of transactions, total dollar amounts, average ticket amount, etc.?
- b. Can Fresno EOC please provide a copy of their current merchant statement(s)?
- c. Are only card-present transactions accepted, today? What are these payments for?
- d. Does Fresno EOC want to accept payments through other channels (e.g. Internet?)

12. On Page 3. Number 6, Line of Credit:

- a. Will this request for an unsecured, revolving line of credit of \$1.5MM replace the secured line with Morgan Stanley? [Yes](#)
- b. Or this request in addition to the line with Morgan Stanley? [No](#)
- c. What is the purpose for the line? [See Question 4 above.](#)