

ATTACHMENT D

RFP 10411-13/CHA

(Response to Questions Received as of 10/17/2013)

Merchant Services Volumes

| Division | Software | Equipment | Avg. Annual Transactions | Avg. Annual Amount | Avg. Ticket |
|---------------------------------------|---|--|---------------------------------|---------------------------|--------------------|
| Utility Billing – IVR | Selectron/Springbrook V7 | N/A | 17,000 | \$3,900,000 | \$265 |
| Parks Dept. Classes/Rentals – On-line | Active/Class 7.1 | N/A | 4,800 | \$840,000 | \$150 |
| Parks Dept. Classes/Rentals | Active/Econnect 7.1 | ID Tech SecureMag (IDRE-335133B) and MiniMag II (IDMB-334112B) | 8,400 | \$1,200,000 | \$150 |
| Bldg. Permits/Utility Bills | Tyler Cashiering 2.7.3 and Energov 9.4.77 | HypercomT7Plus and Leased | 3,500 | \$4,400,000 | \$230 |
| Bldg. Permits – On-line | Energov 9.4.77 | N/A | 2,700 | \$1,100,000 | \$327 |
| Police – Licenses and Copies | Tyler Cashiering 2.7.3 | Leased | 600 | \$14,000 | \$20 |

Note: the City runs terminals on IP and Dial.

At this time, no shopping cart/buy button coordinates the two applications accepting web payments. Visa transactions comprise approximately 80% of the transactions and MasterCard 20%.

1. On page 3, item 1 under Minimum Qualifications you reference “The institution must hold a charter from either the United States Government or the State of Washington
 - Would this standard be required if the institution is:
 - An Oregon State Chartered bank
 - The institution is a qualified Washington State Public Depository and in compliance with the Washington State Public Protection Act.

In order to provide banking services to the City financial institutions must comply with RCW 39.58

2. Please define your reference to a “daylight overdraft”.

A daylight overdraft occurs when the balance in the City’s bank account drops below zero due to outgoing transactions or wires as the City waits for same day funding from the State of Washington’s Local Government Investment Pool or has wires in transit from other institutions.

- Funds are held in another account with the institution?
No
- Readily available via wire transfer?
Wire transfers would be in transit from other entities/institutions and not yet received.

3. Please provide a sample of the various operating account activities via utilization of your current banks most recent deposit account analysis.

Please see the document titled Attachment B, Bid Sheet for activities and volumes.

4. Does the City of Redmond use other investments besides bank CD's and the LGIP?
Yes, however investment/brokerage services are not intended to be a part of this RFP.

- If yes, please define what investments are utilized.
Those allowed by State law.

5. Please provide the ACH Credit and Debit limits required for the City of Redmond to initiate ACH transactions electronically.

The City processes its own payroll and transmits ACH credit files for Payroll 3 times per month. The City intends to consider processing vendor payments in the near future.

The City initiates ACH debit files for payment of utility bills weekly for both consumer and commercial accounts and a once a day transfer of lockbox funds received at a separate institution.

Requested ACH Credit Limit for Payroll Transactions: \$3.5 million monthly

Requested ACH Debit Limit for Utility Billing Direct Debit: \$400,000 monthly

Requested ACH Debit Limit for lockbox transfers: \$2.6 million monthly

There are typically no seasonal/noticeable spikes in ACH file transmission sizes

6. What accounting software is utilized by the City of Redmond?

Microsoft Dynamics AX 2012 R2

7. How does the City currently receive and integrate Account Recon files?

Manually until our accounting software can be updated to accept files.

8. What is the Cities current delivery method for both ACH and PPay files?

ACH files are uploaded through the bank's website and positive pay files are sent via a FTP service.

9. How does the City complete deposits?

- Does the City utilize a courier service or do you bring your deposits into the bank?
The city utilizes a daily courier service.

- Do you utilize some form of Remote Deposit service for the checks?
No
- How is the cash handled?
Deposited as received via the courier service.

10. Does the City know how much (in dollars) is deposited via night drop on a monthly basis?

Deposits are taken by courier to a central vault. Night drops at the local branch are used rarely.

11. How many City locations currently use Cash Vault services?

One.

12. Regarding the Vault Deposits, are these generally mixed deposits (both cash and checks), or primarily only one or the other?

Deposits are mixed cash and checks but are comprised primarily of checks.

13. What is the average size and largest size of the City's typical outgoing wires?

The average size of an outgoing wire transfer is \$3 million.

The largest outgoing wire transfer may vary due to circumstances, but would typically be no larger than \$6 million without prior notification.

14. As noted in the RFP, the City has a daylight overdraft limit in place with its current bank. What is the dollar amount of the City's current daylight overdraft limit?

Intraday is \$1,500,000

Overnight is \$5,000,000

15. What is the typical frequency and durations of overdrafts on accounts covered within the RFP?

An overnight overdraft is rare and there were zero in the last 12 months. If there is an overnight overdraft, funding is provided the next day.

16. What is the average ledger and collected balance that is maintained in the City account(s)?

The City's average monthly ledger balance is \$5 million and average collected balance is \$4.7 million. The balances are purposely higher than in past years and are primarily at this level to cover bank fees.