

Questions related to Banking RFP. Answers are on "quotes"

Questions-Set 1

General

1. Due to the current circumstances of COVID-19, in lieu of the Town's hardcopy submission requirements, would PDF files via secured email of the technical and price proposals be acceptable? "Unfortunately, we are not set up for electronic bid receipts. The town offices have been open since 7/6/20. If need we can meet a bank representative in our parking lot to accept the bid."

Pricing/Volumes

2. Would the Town be able to provide Account Analysis Statements to supplement the Pricing List? If not, please answer the following questions:
 - a. What is your average 12 monthly balance (for all accounts combined)? "For the period 7/19-6/20, our fiscal 2020, \$46M."
 - b. How many people from the Town will need access to the Corporate Online Platform? "8-10 with Treasurer as administrator."
 - c. How many transfers between internal accounts do you initiate per month? "4-5"
 - d. How does the Town currently pay for banking services? Are you utilizing a compensating balance, or do you pay hard charge for services? "compensating balance"
 - e. Can the Town please provide a current statement for the current developer escrow programs. "Decline to provide for now."

Lockbox

3. As an optional service, the Town requests lockbox information for property tax and utility billing only. Can the Town clarify whether the property, utility and ambulance lockboxes are all part of this RFP, or if the Town's current provider will continue the processing of the ambulance wholesale box? "Ambulance lockbox is part of the RFP"
4. Does the Town require the PO Boxes be located in Manchester, NH? "Yes"
5. Are average monthly volumes available for each individual lockbox included in this RFP? "Ambulance would be 60 per month, Property tax is open 60 days twice per year (2000 transactions 60 day average) Utility quarterly billing (3,300 transactions- 90 day average)"
6. Can the City provide a sample bill for all types of payments received in the Lockbox?
7. Is there any information that needs to be manually captured off the coupon that is not included in the scanline? If so, please provide the type of information and the number of characters per coupon that is manually entered. "No"
8. Is the Town currently utilizing a lockbox online service for image retrieval and archiving? If so, what documents are imaged? I.e. coupon, check, & correspondence? "Yes, payment coupons"
9. Does the Town require a daily return package? If so, what is included in the package? "Weekly unprocessed work and correspondence."
10. How many unprocessable transactions do you receive per month per box? What constitutes an unprocessable transaction? "Maybe 5 items"
11. Does the Town require the lockbox to process credit card transactions for any of the lockboxes? "No"
12. Would the Town be willing to provide a copy of the current processing instructions for all lockboxes included in this bid? "Payments need to be processed daily."
13. Does the Town require the Lockbox to sort, stamp, or send receipts to any tax payers who include a stamped, self addressed envelope along with their payment? "No, send to us and we will send them."

Accounts Payable

14. What is Town of Derry's goal/strategy around the overall AP process? "Would like to take advantage of available rebates."
15. How are you managing your AP process in today's environment? "Comprehensive purchasing policy and controls with several checks and balances."
16. Is Town of Derry willing to explore a fully integrated payments process that includes all payment types? (ie: check; ACH; card) "Yes"
17. Do you have a campaign strategy for moving suppliers away from check to electronic payments? (ie card or ACH) If so, what does that look like? "Not at this time but yes in the future."
18. Is Town of Derry willing/able to provide a full vendor file for analysis? "Eventually-Yes"
19. Please describe your vendor onboarding process including vendor verification and compliance. "Obtain W-9 and vetting vendor is in good standing with the state."
20. What is your annual AP spend (minus payroll) "\$30M (does not include payments to School District which are via ACH (\$56M))"
21. What is your total vendor count? "1000+"
22. What is your annual AP transaction volume? "5,000+"
23. What is your ERP system? "Tyler Tech-Munis"
24. What is your B2B current payment mix? (ie% Check %ACH %Card) " 98% Check, 1% ACH, 1% Card"
25. What is Town of Derry's goal/strategy for your card program? "We would like to maximize rebates on money spent and possible better control using fewer sources. Financial software limitations has delayed implementation of improving our performance."
26. What is your annual card spend today? What portion is T&E/Tangible card and what portion is AP/Vendor payment? "\$1.4M Used primarily for on-line and over the counter and some capital purchases. One primary vendor payment at \$30K per month."
27. What cardholder controls are you leveraging today? "Limited access for administrative tasks. Cannot be used for Cash advances."
28. Is the town's current card program corporate liability? If not, is the town open to corporate liability? **"What does this mean?"**

Merchant Solutions-"Software Driven"

29. What is your annual processing volume, broken down by card type? "No breakdown by type available. All cards are accepted. E-checks are accepted also. See Attached Schedule"
30. What is your average transaction amount, and your high individual transaction amount? "High-\$10K+ See Attached Schedule"
31. How many locations require card processing solutions? "Municipal Center and Transfer Station"
32. How many Merchant IDs do you have? "We have (1) processor for Tax/UB. (1) for Permits/Town Clerk/MV, (1) for Transfer Station and (1) for Ambulance attached to our billing vendor. All card types are accepted."
33. What kind of hardware/equipment are you seeking? "None"
34. Please provide a Merchant Statement for review. "No statements."
 1. Please describe how you are currently processing card payments today. (Terminals, Software, Gateways, Web , etc-) Need Make and Model of existing Terminals and Name and version of software or Gateways? "Software based."
"Motor Vehicle - Epson 9000-(6-ea),
Tax and Utility- IDTeck model#1DMB-335133B USB Reader-(6-ea)
Town Clerk & Transfer Station Magtek Proxy -(1-ea)"
35. How many Terminal IDs per location? "Transfer Station (1) Municipal Center (13)"

36. Are you accepting payment for services or products? "Motor Vehicle Registrations, Permits, Dog Licenses, Vital Records, Marriage Licenses, Real Estate Taxes, Utility Bills, Ambulance Bills, Transfer Station charges."
37. Do you accept Advanced Payment by Credit Card and if so, what are the timeframes? Do you utilize a gift card program? "No/No"
38. What percentage of your transactions are Card Present? and Card Not Present? "80% on-line"
39. How long have you been with your current processor? "5 Years"
40. Is your Merchant account integrated into your billing system? "Yes"
41. Do you utilize a Convenience or Service Fee? "No-Cardholder pays Convenience Fee"
42. Is your organization PCI compliant? "We assume so-need to research."
43. How many times have you changed processors? "None"

Questions-Set 2

1. What are the environments that they currently accept credit card (over the counter, website, etc.)? "We have several software packages which allow for online processing through several processors. We do have counter card swipers but the majority are on line. The Transfer Station also takes CC's and that software is tied into the scale software".
2. Do they currently have equipment and what are the makes/models? "Motor Vehicle - Epson 9000-(6-ea), Tax and Utility - IDTeck model#1DMB-335133B-(6-ea) Town Clerk and Transfer Station- Magtek Proxy"
3. What is there overall total processing volume – Dollar amount and number of transactions? "See Attached"
4. What is the pricing structure they have today? We are not looking for rates and fees, we are looking for an answer like "tiered", etc. "All CC transaction fees are paid by the cardholder. Most NH municipalities pass the fees onto the cardholder as there are too hard to budget for. The town pays nothing."

Questions-Set 3

Card:

- What is your current annual spend on your commercial card program? What type of credit limit will you require? "\$1.2-1.4M"

Depository Services:

- Can you please provide average collected balances over the last 12 months for your current deposit accounts? "\$46M (7/19-6/20)"
- What is the quantity of Banking Supplies ordered on a 12 month basis? "Minimal-Bank bags for cash deposits which are performed by local courier."

Remote Deposit Capture:

- Do you use a desktop scanner to image and deposit checks via a Remote Deposit Capture program? "Yes"
 - If yes, what type of scanner is it? "Epson M236A"
 - How many scanners do you currently utilize? "(1)"
- Do you download reports from EZ Deposit for import into another system? "No-We use Tyler Cashing which also scans each check and uploads to Customers Account. Basically we scan each check twice."
 - What type of information do you require?
 - What is the format of the report – CSV, Excel, HTML?

- Do you require any additional data fields at the check or deposit level? For example – payer name or location. "N/A"
- When do you require funds be available for checks deposited through Remote Deposit Capture? When file is uploaded."

Lockbox:

- Can the Town of Derry clarify what Lockbox Services they are requesting? You mention that you want to 'continue with a lockbox for ambulance bills' however no volumes were provided. Not sure if this comment was to make the reader aware that the ambulance lockbox was staying with the current provider and is 'off the table'. "Ambulance Lockbox would be provided by the new banking service. (400 transactions annually) Our 3rd party Ambulance Biller would need access."
- Can the Town of Derry please clarify the line item on Attachment A – Bid Sheet "Mail Delivery"? Is this physical mail returned to the Town each day? Can you elaborate on how the mail is delivered – i.e. USPS, Overnight, Courier, etc. "Unprocessed work or correspondence should be sent USPS weekly."
- Do the property and utility bills have a scanline? "Yes, they have scanlines"
- Does the Town receive any file transmission – i.e. data or image, of the lockbox items currently processed for integration and posting? "Yes, we download from a website."
- Do you require the lockbox file and deposit report to be delivered by a specific time?
 - If so, what is that time? "7 am for prior day work."
- Does the Town utilize tax software – QDS, Munis? "Munis"
- Just a note when preparing the proforma – we currently do not have a courier run from Manchester, NH to Brattleboro, VT. This will be a new service run to retrieve mail each day and may be priced differently. "With this RFP, Tax and UB Lockbox services as are optional. Ambulance Lockbox does not need to be in Manchester NH."
- Approximately how many payments are accompanied with a remittance? "85%"
- Do you provide envelopes for remitting of payments? "Yes- non-window envelopes."
 - If yes, is it a window or non-window envelope?
- Does the Town have any of payment rejection criteria or exception processing instructions today? "Must meet 2 criteria, we would want web decisioning."

Questions-Set 4

1. Would the Town be willing to except electronic/email proposals in place of paper/mailed proposals? "Unfortunately, we are not set up for electronic receipts for bids. Our building has been open to the public since 7/6. To make it more comfortable, we can meet a bank representative in our parking lot to accept the proposal."
2. Credit/Debit Card Services:
 - a. What are the card annual dollar volume and number of transactions currently processed per type (permits, recreation fees, ambulance billings, utility billings, motor vehicle registrations, transfer station transactions and property taxes)?

See Attached

- b. What are the makes/models of terminals used by the Town for processing cards?

"Motor Vehicle – (6-ea)Epson 9000
 Tax and Utility- (6-ea) IDTeck model#1DMB-335133B USB Reader
 Town Clerk and Transfer Station –(1-ea) Magtek Proxy
 Permits- On-line only"

- c. What accounting software does the town use? "Tyler Tech-Munis"

Town of Derry
Average Collected Bank Balances
FY20

Month	Ave Balance
19-Jul	62,064,206
19-Aug	56,533,349
19-Sep	50,621,757
19-Oct	39,258,513
19-Nov	31,695,889
19-Dec	54,003,192
20-Jan	56,467,389
20-Feb	50,776,740
20-Mar	45,398,713
20-Apr	40,642,679
20-May	34,426,284
20-Jun	39,580,815
	46,789,127

Town of Derry
Credit Card Payments
7/19-6/20-FY20

Type	Count	Volume
Motor Vehicle	14,057	\$ 2,928,259
Town Clerk	2,886	\$ 42,686
Permits	1,119	\$ 107,822
Utility Billing	1,152	\$ 159,552
Real Estate Tax	334	\$ 648,879
Ambulance	7	\$ 1,270

Rates

Motor Vehicle/Town/Permits /Ambulance	2.95%
Tax and UB	2.45%
Transfer Station	2.79% Min Charge \$1.50
ACH-Tax and UB	\$1.95
Echeck-MV/Town Clerk/Permits	\$0.95

In all cases Cardholder pays fees