RFP BANKING QUESTIONS

Questions and Answers regarding the Banking RFP:

Q: On the Township's pricing sheet, what does the 4,129 volume indicate for the cash processing - per bill, or per $100?

A: Per bill.

Q: Can you describe the service used in the pricing referenced as "Target Balance Account".

A: Sweep Account.

Q: The RFP references the need for Merchant Services for Parks and Rec. Can you provide details on the how the transactions are accepted (over the counter, Township website etc), is there a software system used, what the volumes are, what type of cards are accepted, what the average charge size is and anything other relevant details?

A: Parks and Recreation accepts credit card payments over the counter, by phone and over the internet. They utilize RecTrac software. They accept Visa and Mastercard payments. The charge can range from approx. $3 - $1000 or more depending on the class or program(s) selected. The average is probably $70-$90. No fee is assessed to the resident for credit card usage currently. Parks and Rec absorbs all related expenses.

Q: Is a Michigan based lock box important?

A: Yes. This is to ensure a fast turnaround time. Please indicate in your RFP the time table associated with lockbox processing.

Q: Page 6 indicates three depository accounts. Please confirm the function of each account:

A:

Comerica Receivables	Pooled fund for General Fund with checking and trust (savings)
Comerica Trust & Agency	Tax payment fund with checking and trust (savings)
JP Morgan Chase Payroll	Payroll checking and trust (savings)

Q: Which account(s) is tied to the lockbox?

A: Water and Sewer payments, T&A (tax)

Q: Besides Payroll, which account issues checks and do all the check issuing accounts currently use Positive Pay?

A: We have a Pooled/General Fund Checking account, a Trust and Agency/Tax checking account and a Payroll checking account. All checking accounts have Positive Pay.

Q: On the Parks and Rec price sheet, please clarify what is the function of the Target Balance Account and the descriptions for Target Balance Credit/Debit?

A: Sweep Account. Deposits and transfers from sweep account.

Q: Is the Township asking for three pricing sheets (1 Payroll, 1 Township & 1 Parks & Rec), which month shall we use for volumes?

A: We showed several different monthly volumes to indicate the seasonal fluctuation in totals (especially in Parks and Recreation). You may want to use an average of summer and winter volumes. Just indicate your basis for calculation and if the pricing varies depending on volume fluctuations.

Q: Cash Processing – Branch --- Does the volume reflect the number of bill/notes or dollar value. If it reflects the number of bill/notes, please provide the total dollars deposited.

A: Per bill.

Q: Are you using Comerica for collections, such as lockbox services?

A: Yes. We use Comerica for our lockbox services. Their lockbox is based in Detroit.

Q: Are you using JP Morgan Chase for Payroll services?

A: Yes

Q: Are you using both for investment services?

A: We use several broker/dealers (MBS, UBS, Ameriprise & PNC) for securities. We use a variety of local banking institutions for certificates of deposit. Both Comerica and JP Morgan Chase are on our list of banks but are not frequently utilized for cd purchasing.

Q: Would you be open to using more than one bank, one for collections (lockbox) and another for disbursements (payroll)?

A: Yes

Q: Are the Lockboxes Retail or Wholesale.

A: Wholesale

Q: On Ex A, the LBX (WT)-Item Charges volume of 2,275 and 2,499 should add up to the LBX (WT) Item Deposited number, but they do not. That volume is showing 4,283 versus 4,774. Can you find out reason for the difference please. Also, what does the (WT) stand for? That could perhaps identify Retail or Wholesale.

A: Correspondence also reflected in total WT Whotale (which is a Comerica system)

Q: Per our conversation, the Lockbox items are supposed to come in with coupons. Yes Does Comerica scan them (not the images but for information).

A: Yes . We use the top portion of the tax and water bills as our coupons.

Q: The Ex A's are helpful in understanding cyclical volumes; however, could we get average volumes please.

A: The examples are average monthly volumes.

Q: For Lockbox, do you receive Image Transmission versus MICR Line Transmission?

A: Image

Q: For the Cash Processing volume, does that reflect number of bills or per 100 dollars?

A: Per bill

Q: What is the branch deposit frequency?

A: Several times a week.

Q: Is Full Recon for the Positive Pay is an important tool?

A: Yes

Q: Does Comerica offer a less expensive option as well?

A: Yes

Q: How many copies of the proposals are you requesting?

A: 1 signed original and 7 copies

Q: Also, are you having a pre-bid meeting?

A: No

Q: Will it be possible for us to receive a copy of an analysis statement?

A: No

Q: How are lockbox payments sent for both tax and water payments.

A: The check and the coupon are sent. It can still be processed without the coupon as long as they have their account number on the check, but we prefer to have the coupon also.

ADDITIONAL RFP QUESTIONS

LOCKBOX

Q: How do the majority of the payments get input to your accounting system to satisfy the outstanding bills?

A: Through the Comerica lockbox. The envelope enclosed with our bill goes to our lockbox for payment. The Treasurer's department sends bills with stubs to the lockbox especially during high volume times for processing. Some tax payers utilize computer based check services and use the lockbox address.

Q: It appears that Comerica does some keying of data as checks that have the account number listed on the check can be accepted in the lockbox; however, what about the ones that come in with coupon?

A: Checks sent without a coupon (top portion of bill) are sent back to our office. Comerica needs the scan line for processing purposes. We receive a high volume of returned checks from the lockbox due to mailings without coupons.

Q: How is the Lockbox deposit information sent to the Township? Does someone pick up a package every day at local branch or are files sent?

A: Yes. The West Bloomfield Police has an officer pick up and drop off to a Comerica branch location.

Q: Does Comerica remit the paper bills back to the Township daily so that the Township can key or wand them into the accounting software or is there a file sent with the data?

A: Yes. Paper bills.

Q: Do the bills have a scan line or no scan line please?

A: Bills have a scan line.

Q: For Lockbox, once the Township receives Image Transmissions does the Township key in payments or take them from a file?

A: Takes them from a file.

Q: Is the Parks and Rec the only department using these services or does the Township also accept credit cards? If the Township also accepts them, can we have the same transaction details as was provided for the Parks and Rec?

A: The Township does not accept credit cards at our counter at this time. We do use Official Payments to provide credit card payment options for tax and water/sewer payments over the internet and by phone. There is a 3% service fee charged by Official Payments to residents who use this service to pay their taxes. This was only offered within the last year and there is currently low usage.

Q: What type of equipment/terminal is currently being used for the over-the-counter transactions?

A: Cash Registers. Once the day's work is balanced we post.