

Addendum 1: Responses to Questions

Request for Proposals – General Banking Services

Below is a list of questions received regarding the City of Cayce's RFP for General Banking Services.

1. Would the City be able to provide a sample copy of the current bill(s) to be collected within the lockbox?
Yes, sample copies of our current utility bill are included in the email. Since the samples are of real customer bills, we will not be loading these copies onto the RFP webpage.
2. In the Detail Record of the lockbox file format, please confirm what "refunds" or "returns" represent.
The City does not utilize "refunds" or "returns" within the lockbox file. The Record ID for each line will be a "6" for payments only. Additional Edmunds lockbox specifications are being included.
3. RFP – Page 8 – Competency of Proposer: Will the City please make its insurance requirements available for review?
The City only specifies that all contracts hold the necessary types and amounts of insurance to successfully comply with the terms of the banking services agreement, as well as any applicable state or federal regulations.
4. Please provide a sample of a current account structure including account titles.
Please see attachment for a listing of all accounts.
5. Does the City currently utilize a controlled disbursement account?
No, the City does not currently utilize a controlled disbursement account, but it is a function that we would be interested in for the future.
6. In lieu of three sealed original paper proposals, is it an option to submit the document(s) by email due to current COVID-19 disruptions?
Yes, the City will accept electronic copies due to current COVID-19 disruptions. It is the vendor's responsibility to ensure that all documents are successfully delivered electronically if you choose this option. Please be mindful of email size when sending to ensure delivery.
7. Of the 8 accounts required to earn interest, please provide deposit totals. Also, do these accounts require fraud controls?
Please see attachment for a listing of all accounts and balances at 11/30/20.
8. How many employees are Administrators of the online banking program? How many employees are approvers of files/transactions in the online banking program?
The City will have two Administrators for online banking. These same two employees will also be approvers. There will be one additional employee with limited access.
9. Deposit Supplies – please provide annual volumes of deposit slips (duplicate/triplicate) and bags needed.
Please see attachment for a listing of deposit supplies by account. The City is requesting duplicate deposit slips.
10. Lockbox: Does the City provide a coupon to return with payment?
Yes, the City currently provides a coupon to return with payment. However, it does not include an OCR scan line or barcode at this time. The City understands that it will need to add an OCR scan line (or barcode) to the coupon in order to utilize the lockbox processing service.

11. Lockbox: What information does the City require reported back?

The City wishes to utilize paperless options whenever possible. The question is not specific so I will touch on all lockbox reporting. We would prefer to have the checks and coupon imaged and retained for historical research purposes (please define your retention limits in your proposal). We do have additional correspondence that gets included periodically. These include authorization forms for direct utility bank withdrawal payments with copies of cancelled checks, change of address requests and/or letters from customers. Those could be returned to us for processing or imaged in separate batches for easy viewing. We also have a change of address form on the back of our coupon. Those could be treated the same way as correspondence. Each day, the City wishes to receive a summary of all batches including a total deposit amount for reconciliation, along with a file for upload per the file format requirements defined in the RFP.

12. Lockbox: Does the City need any of the documents returned?

See response to Question #11 above.

13. Lockbox: Does the City use an OCR scanline or barcode?

Not at this time but the City understands that one will need to be added to the bill coupon.

14. Lockbox: Can the City provide a copy of the notice and coupon for review?

Yes, sample copies of our current utility bill are included in the email. Since the samples are of real customer bills, we will not be loading these copies onto the RFP webpage.

15. Lockbox: Would the City prefer a data file daily via FTP or will the City pull the information from the provided Lockbox portal?

The City has no preference to the delivery of the daily file. The only preference is that the file is in a location in which it will not be overwritten every day.

16. Wire Origination: The RFP lists one wire origination per month from the branch. Would the City of Cayce entertain sending these wires from the online portal?

The City is requesting that all wires performed will be done so by utilizing an online banking portal. Dual custody is also required as defined in the page 11 of the RFP.

17. Remote Deposit: Will the City of Cayce need scanners for multiple sites, or just need to have the ability to deposit into all seven accounts via one scanner?

The City is requesting one desktop deposit scanner with the ability to deposit into all requested accounts.

18. Lockbox: The Lockbox estimated items is 2,250. The existing Remote Deposit estimated items is 3,500. The RFP item count on pages 25-27 still shows all Remote Deposit items. In providing the Lockbox estimate, should the Remote Deposit items be 1,250, as the Lockbox would capture the remaining checks?

The City acknowledges the error in calculating the remaining checks to be scanned using Remote Deposit and requests that the cost proposal be filled out using the counts already included so that we can guarantee that all banks are using the same counts.

19. Estimating 2,250 payments. Will coupon remittance with window envelopes be a part of your mailing efforts? This would be a Retail Lockbox.

Yes, mailed payments will include a coupon remittance in a window envelope.

20. Please confirm coupon would have OCR scanline.

The City understands that an OCR scan line or barcode will need to be added to the bill coupon.

21. Within a Retail Lockbox there are many other underlying line items to consider. Should we add these line items to the Cost Proposal – General Banking and Lockbox Spreadsheet, or include a separate Proforma for clarification?

The cost proposal submitted by each prospective bank should be all inclusive. Since terminology and specific pieces of functionality differ so widely, the bank should carefully consider all direct and indirect costs associated with the services being requested and prepare cost proposal(s) in such a way that all services required to perform each requested function is present in the cost proposal document. All applicable imaging fees, portal fees, deposit fees, online decision fees, etc. related to the lockbox should be included in the cost provided to the City.

22. Account List: The city noted that they have 27 bank accounts of which 8 are required to earn interest. As the incumbent bank, we currently have 18 bank accounts, of which 2 earn interest. Please provide account analysis statements for the 9 accounts not currently held by the incumbent bank.

The City does not have analysis statements for the accounts requested.

23. Remote Deposit: Does the City own their existing scanner? If so, what is the make and model of the scanner?

The City's current scanner needs to be replaced. Digital Check Tellerscan 240-75 DPM.

24. ACH: What is the City's ACH origination limit for credit files (payroll / vendor payments) and for debit files (Utility Direct Withdrawal)?

The City is not aware of any ACH origination limit for these items.

25. ACH: What is the City's average dollar amount pertaining to ACH Returns and ACH Notification of Changes?

Average ACH Return is around \$75.00. ACH Notification of Changes do not typically have an associated dollar amount, so I do not understand the question. These are change notifications to ABA Routing/Account Numbers related to payroll and/or direct utility withdrawal.

26. ACH: Please confirm the City's Utility Direct Withdrawal ACH file is a standard NACHA file debit.

We confirm that our Utility Direct Withdrawal ACH file is a standard NACHA file.

27. ACH: Does the City receive the ACH Notification of Changes as they come in or all at once?

The City receives them as they come in.

28. Prior Day Reporting: Will the City accept electronic bank statements or does the City prefer to receive paper bank statements along with electronic bank statements?

The City prefers electronic bank statements.

29. Prior Day Reporting: Does the City currently import any information from the bank's website pertaining to their receivables using Edmunds Software? If so, is the file format/layout the same as Exhibit A: Lockbox Import File Schematic? If not, will the City please provide those specifications?

No, the City does not currently import any information from the bank. Any additional services such as this may be considered in the future but is outside the scope of this RFP.

30. Prior Day Reporting: Does the City have to manually post payments to their customers' account, or do you import a file from the bank into Edmunds Software? If so, is the file format/layout the same as Exhibit A: Lockbox Import File Schematic? If not, will the City please provide those specifications?
I apologize but I do not understand the question. We do not post any payment files from the bank into our Edmunds software, other than the potential lockbox payment files.
31. Credit Card Services: What is the City's overall card limit?
The City's aggregate credit limit is \$45,000
32. Credit Card Services: Does the City have Corporate/Consolidated or Individual billing for their credit cards?
The City currently has individual billing for our credit cards.
33. Deposit Supplies: Please provide an estimate of deposit slips and deposit bags used by the City – if possible.
Please see attachment for a listing of deposit supplies by account.
34. Lockbox Processing: Is traditional lockbox not a service the City currently utilizes but is interested in adding? Are the estimates provided by the City in addition to their existing Remote Deposit items or, by adding lockbox, the City could potentially reduce the number of Remote Deposit items by the estimated volume of 2,250?
No, the City is not currently utilizing a lockbox. Please see answer to Question #18.
35. Lockbox Processing: Does the City currently use an A/R (Electronic Lockbox) to convert and consolidate the checks issued through online bill payments outside of the City's website (Edmunds software system) into one electronic deposit? If so, please provide the volumes for this service.
The City is not interested in this service at this time.
36. General: In lieu of the City's 3 physical copies submission requirement, would a secured email of a PDF file be acceptable for submission of the Proposal?
Yes, the City will accept electronic copies due to current COVID-19 disruptions. It is the vendor's responsibility to ensure that all documents are successfully delivered electronically if you choose this option. Please be mindful of email size when sending to ensure delivery.
37. Pricing/Volumes: Please provide most recent 3 months account analysis and bank statements.
The most recent 3 months of analysis statements are included in the email, along with ending balance information. The City prefers not to publish bank statements. Also, due to the nature of the information requested, the City will not publish these analysis statements on the RFP webpage.
38. Pricing/Volumes: What method does the City use to send ACH Files to the bank? (File Transmission through Secure FTP, or File Upload)?
The City uploads all ACH files directly into the online banking portal.
39. Pricing/Volumes: What is the average size of the Credit Files being originated for ACH?
More information regarding Direct Utility Withdrawal ACH Files is provided below.

40. Pricing/Volumes: What is average size of the Debit Files being originated for ACH?
Payroll ACH files are defined on page 12 of the RFP.
41. Pricing/Volumes: What is the frequency of the ACH Files?
Payroll frequencies are defined on page 12 of the RFP. Utility Direct Withdrawal ACH files vary each month but are usually done two to five times a month.
42. Pricing/Volumes: Does the City use an Effective date or Prefund Settlement method for ACH Origination?
No, the City does not currently utilize this functionality.
43. Pricing/Volumes: How does the City send Positive Pay issue files to the bank? (File Transmission through Secure FTP, or File Upload)?
The City uploads all positive pay files directly into the online banking portal.
44. Pricing/Volumes: How does the City receive Account Reconciliation reports? If yes, how are they delivered?
The City does not currently receive Account Reconciliation reports.
45. Pricing/Volumes: How many users have access to the City's online banking portal?
The City currently has three users with access to the online banking portal.
46. AP/Purchasing Card: What is your overall annual AP spend (minus payroll)?
The City does not currently utilize Purchasing Cards for payables. The City's interest at this time is for employee credit cards only.
47. AP/Purchasing Card: Does the City utilize an Integrated Payables Platform? If not, would you consider a fully integrated payables solution for all payment types (card/ACH/check)?
The City does not currently utilize Purchasing Cards for payables. The City's interest at this time is for employee credit cards only.
48. AP/Purchasing Card: Will you provide a full year vendor history file including spend, transaction volume, payment method per vendor for full analysis?
The City does not currently utilize Purchasing Cards for payables. The City's interest at this time is for employee credit cards only.
49. AP/Purchasing Card: How do you currently handle vendor outreach/onboarding for AP?
The City does not currently utilize Purchasing Cards for payables. The City's interest at this time is for employee credit cards only.
50. AP/Purchasing Card: How often do you settle payment for the Purchasing Card program (weekly, bi-weekly, monthly)?
The City does not currently utilize Purchasing Cards for payables. The City's interest at this time is for employee credit cards only.

51. AP/Purchasing Card: Does the City currently receive a cash rebate from the current Purchasing Card provider?
The City does not currently utilize Purchasing Cards for payables. The City's interest at this time is for employee credit cards only.
52. AR/Lockbox: Does the City currently utilize a lockbox service for the processing of the utility payments today?
No, the City does not currently utilize a lockbox.
53. Would the City be willing to have a PO box located at the Lexington, SC Post Office for the collection of utility payments?
While the City prefers a Cayce PO Box, we understand that this might not be an option. Please specify your PO Box location on your cost proposal so that committee is aware.
54. Does the utility coupon have an OCR scanline, (in OCRA font), that contains the required information to include in the daily transmission file for posting? Will the City please provide a sample of the utility coupon?
The City does not currently utilize an OCR scanline but understands that it will need to be added to the coupon. Additional lockbox specifications and a copy of our current utility bill is included in the email.
55. Does the City require items received without a payment be imaged and available online for viewing by the City? If so, does the City still require the paper be returned daily for these items?
There are times when customers include voided checks to enroll in the City's Utility Direct Withdrawal program. The City prefers to handle these manually but can work with the bank if they are proposing an electronic delivery of these documents.
56. How many items received without a payment does the City anticipate the lockbox receiving each month?
The City is unable to anticipate this however, based on volume, we would not expect more than 5% of received items to include correspondence without a payment.
57. Does the City currently utilize coupons for utility payments? If yes, can the City provide us with a sample of coupon?
Yes, sample copies of our current utility bill are included in the email. Since the samples are of real customer bills, we will not be loading these copies onto the RFP webpage.
58. Check Fraud Prevention: Ten accounts will require Payee Positive Pay. Will the City of Cayce require check block on all non-check writing account?
No, the City is not requiring check block at this time.
59. ACH Draft Fraud Prevention: Four accounts will require ACH with Fraud Filter. Will the City of Cayce require ACH Total Debit Block for all accounts not utilizing ACH with Fraud Filter?
No, the City is not requiring ACH Total Debit Block at this time.

Mayor
Elise Partin

Mayor Pro-Tem
Tara S. Almond

Council Members
Phil Carter
Ann Bailey-Robinson
James E. Jenkins

City Manager
Tracy Hegler

Assistant City Manager
James E. Crosland



City of Cayce – Account Structure with Titles

General Fund	Deposit Slips Requested	Account Balance at 11/30/20	Check Issued per year (2019)
General Fund Checking	1,000	2,942,957	2,489
Payroll Checking	100	2,823	400
*Sanitation Equipment Reserve	100	8,697	1
*Cash Flow Investment	100	839,649	15
History Park Reserve	100	948,466	0
ACH Account	0	0	0
Utilities			
Gross Revenue Fund	1,000	4,885,353	122
Operations & Maintenance	100	634,117	2,143
*Capital Reserve	100	901,491	0
*Capital Equipment Reserve	100	1,044,103	0
*Water & Sewer Capacity	100	5,705,232	0
Wastewater Renewal	100	751,872	0
Public Safety			
Fireman's Fund	100	109,272	59
*Fireman's Fund Investment	0	66,729	0
Police Checking	100	14,079	3
Police Restricted Checking	100	29,583	5
DEA Drug Account	100	13,007	1
Police Grant Checking	100	19,565	0
Other Accounts			
Museum Capital	100	70,062	19
Festival Checking	100	17,623	22
Christmas in Cayce Checking	100	27,285	25
*State Accommodations Tax	100	128,058	59
Local Accommodations Tax	100	69,142	0
Special Revenue Account	100	22,629	10
Hospitality Tax Checking	500	826,524	81
*TIF Segregated Redevelopment	100	1,551,846	17
TIF Special Tax Allocation Reserve	100	1,418,620	14

* Denotes interest bearing account

**Any bags necessary to make deposits should be based on the number of deposit slips requested.

City of Cayce - Direct Utility Withdrawal (DW) ACH Files & Counts

Month/Year	# Prenote Files	Total Prenote ACH (\$)	Avg PN File (\$)	Avg # of Transactions Per File
September 2020	4	\$0	\$0	7
October 2020	3	\$0	\$0	4
November 2020	3	\$0	\$0	6

Month/Year	# DW Files	Total DW ACH (\$)	Avg DW File (\$)	Avg # of Transactions Per File
September 2020	5	\$59,925	\$11,985	111
October 2020	3	\$42,321	\$14,107	76
November 2020	4	\$49,626	\$12,407	123

Edmunds Lockbox – Additional Information

MCSJ – Utility Billing OCR Line Format

- Fields are right-justified and zero filled
- We use the OCR-A font
- Check digit is Mod10

Information	Begin	End	Length
Account ID	1	11	11
Amount Due*	12	20	9
Check Digit	21	22	1

* There is an implied decimal between positions 18 and 19

Sample OCR line:

Utility Account Id: 02388500000 Amount Due: 280.89 Check Digit: 7

OCR String: 023885000000000280897

Sample Lockbox Import File

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120201013U
600001429000000000038892003      20201013CK
600125002000000000077940134      20201013CK
600001338000000000082471663      20201013CK
600195047000000000054844471      20201013CK
600132047000000000054844260      20201013CK
600000154000000000027645142      20201013CK
600132121000000000103695260      20201013CK
600941285000000000088000991      20201013CK
600195015000000000062590428      20201013CK
600941023000000000097482392      20201013CK
900010000000068838
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