

**Banking Services RFP
Questions & Responses
July 23, 2015**

1. If the City is on an annualized billing structure for account analysis, do you still need the monthly analysis statement by the 5th day of each month? Would the 15th of each month work? [It is not required to be on the 5th of each month, the 15th would work. As early as possible would be preferred. Online availability is preferred.](#)
2. Do you require a separate file with only cleared check information? Page 6 of RFP indicates "The City needs the ability to interface cleared checks with the IFAS Banking module." [Yes, accounting staff bring in a separate file with only cancelled check information.](#)
3. If FLAT files are not available for download from the bank's website, can City Information Technology staff can assist/educate accounting staff on how to convert Excel files (which are available for download via bank website) into FLAT files? [Yes, City staff can convert an Excel file to a flat file.](#)
4. Who does the City of Kirkland use for retirement planning? [The City does not engage in retirement planning. City of Kirkland employees who are eligible for benefits are enrolled in the appropriate Washington State Department of Retirement Systems plan.](#)
5. Please provide your last three months Account Analysis. [See Attachment A following the questions.](#)
6. Data Equipment Compatibility
 - a. What format does the city currently accept/utilize? [Comma delimited, CSV,](#)
 - b. Can the City accept comma delimited file types? [Yes](#)
 - c. Does the City need the ability to import in a specific format? [Not necessarily, however preferred formats are better.](#)
7. Services Required

Page 4: g. Number of accounts the City will need to utilize Deposit Reconciliation? [Only one account, the general account.](#)

Page 6: Intuitive Web or Client Reporting tool - Please provide the number of accounts the City would need to initiate this process for? [All four accounts – General Account, Utility online account, Sweep Account and Municipal Court Account.](#)
8. ACH Credit/Debit
 - a. Could you please verify the purposes for which the City originates ACH Credits and ACH Debits? (i.e. Payroll and vendor payments, consumer utility payments) Any additional?

ACH Credits	ACH Debits
Payroll	Utility Payments
Vendor - Payroll benefits	

- b. To assist in determining appropriate ACH limits for the City, could you please verify the Largest ACH batch total, total daily batch amount and average batch size (dollar basis) is for each of the purposes above.

	<u>Largest</u>	<u>Daily Batch</u>	<u>Average Batch</u>
Payroll	1.5 million	2 x per mo.	1.4 million
Vendor Payments	1.2 million	2 x per mo.	1.2 million
Utility Payments	111,000	5 x per mo.	60,000

- c. What is the largest wire transfer amount the City typically issues and frequency? What would be the average monthly wire total on a dollar basis? Wires are generally for property purchases. Highest was 10 million. No average as they are very infrequent. Possibly 8 per year of varying amounts.
9. Insurance - In Attachment C, Section 10 – Liability Insurance Coverage: Could you please clarify. The requirement is that the Financial Institution will maintain policies of comprehensive general liability insurance. The wording would appear to indicate more than one policy and that each policy will have a combined single limit of not less than \$1 million. Is the City asking for a different policy other than comprehensive general Liability insurance? No, only a general liability insurance with limits as described in the sample contract.
10. What is Paymode? Paymode Concentrator is a Bank of America product that provides a collector of customer online banking payments to Kirkland utilities. This product creates a batch that loads into our utility billing software (Springbrook) and is able to be posted to all the utility accounts.
11. What is the average balance for the City's 3 accounts? General Account is \$8,500,000.00, Kirkland Municipal is \$325,261.73, Utility Billing Online is \$323,796.20 and Sweep Account is \$12,030,343.80. These are the average ledger balances.
12. Trust & Escrow Agent Services – what does the City use these for? This service was left in from the previous RFP. These services are not needed by the City from its financial institution
13. Does the City's software programs interface with the financial system? If so, does it happen manually or automatically? We have multiple interfaces. Most of them are excel or flat file to the financial system. Some are automatic, generally they are initiated by staff after review of the file.
14. Does IFAS accept excel files or flat files? Can you provide a sample of a flat file? We can accept excel or flat files for interface. Flat file sample included as Attachment E
15. Does the City use a vendor for PCI compliance? Trustwave is used for the quarterly compliance scan.
16. Does the City use a courier system? Loomis transports City deposits to the bank.

17. Any other services the City is interested in that wasn't mentioned in the RFP? [Kirkland is interested in any service that would improve efficiency and/or reduce costs of processing.](#)
18. What is the analysis credit rate? [The current earnings credit rate is .50%](#)
19. Does the City require night drop services? [Yes, the City uses night drop services for Open Gym night payments and revenue received from the Friday Market.](#)
20. What rewards are offered through the City's current P-Card program? [Rebates.](#)
21. What is the average annual amount spent on P-cards? [Last year's spend was \\$1,727,408.27 with a total rebate of \\$25,327.30. For the first quarter of 2015, the purchasing volume was \\$488,862.82 and the rebate was \\$7,186.28. The City currently has 85 cards in use.](#)
22. Can you provide the scoring criteria for evaluating RFP responses? [The evaluation process outlined in the RFP is copied below. The scoring criteria used in the last RFP \(which could change for this RFP\) is included as Attachment B.](#)

EVALUATION PROCESS

Proposals will be evaluated by a committee of City staff. Evaluations will be based on criteria outlined herein which may be weighted by the City in a manner it deems appropriate. All proposals will be evaluated using the same criteria. The criteria used will be:

A. [Responsiveness to the RFP](#)

The City will consider all the material submitted to determine whether the financial institution's offering is in compliance with the RFP documents.

B. [Ability to Perform Required Services](#)

The City will consider all the relevant material submitted by each financial institution, and other relevant material it may otherwise obtain, to determine whether the financial institution is capable of providing services of the type and scope specific to the RFP. The following elements may be given consideration by the City in determining whether a financial institution is capable:

1. The ability and capacity of the financial institution and the skills, experience, and availability of the specific individuals to be assigned to the City to perform the services required;
2. The quality of performance by the financial institution on previous and similar contracts and such other information as may be secured and considered relevant by the City, including information on customer service as supplied in section 7-5. and obtained from references provided;
3. The ability of the financial institution to present professional and innovative work; the skill of the financial institution as demonstrated by samples of similar work and/or references from similar organizations;
4. Strength and stability of the financial institution. The financial institution's financial standing among its peers and the associated credit quality ratings.

- C. Fees As described in Attachments A and B
Cost of transition: the total cost of changing financial institutions.
- D. References As described in Section 7-2.
- E. Community Presence As described in Section 7-4.
- F. Interviews The City may conduct interviews as part of the final selection process.
- G. Other Factors Any other factors that the City believes would be in the City's best interest to consider which were not previously described.

23. What, if any pain points to you have with your current banking relationship? Kirkland is concerned about the potential reduction in the earnings credit rate at the end of this first 4 year period of the current contract with our Financial Institution.

Merchant Services

- 24. Page 11: Merchant Card Services - Could the City please provide bidders with an electronic version of Attachment B – Merchant Services Rates Bid Sheet? [Yes – see Attachment C.](#)
- 25. Page 11: Merchant Card Services - Could the City please expand on the current bankcard processing methods for each respective department to include: (a) type of terminal or point of sale software, (b) number of terminals, (c) number of PIN pads, and any (d) payment gateways or platforms used (i.e. Authorize.Net, Payflow Pro, TSYS, ETC.). [See Attachment D.](#)
- 26. Page 11: Merchant Card Services – Does the City charge any convenience/service fees for *any* services (online or in-person)? [See Attachment D.](#)
- 27. Credit/Debit Card Services - Would you detail the solutions used to process payments at all eleven (11) locations. If Hardware, the manufacturer and model used. If software, the name and version used. If Web, the gateway (connectivity) used to process payment. If Point of Sale (POS) system, the name and version of software used. [See Attachment D.](#)
- 28. Which City departments accept credit cards? [Payment by credit card is accepted for most City services. Separate locations which receive credit card payments are:](#)

[Parks and Recreation](#)

[Municipal Court](#)

[Kirkland Police](#)

[Kirkland Jail](#)

[City Hall, which includes: Finance and Administration, Building, Planning, Public Works Boat moorage at Marina Park and the City dock at 2nd Ave S.](#)

[Parking Lots at Marina Park, Lake & Central, Park Lane & Main St.](#)

[Also see Attachment D](#)

29. Credit/Debit Card Services - Also please share if the solutions are owned, rented, leased or provided by your current processing relationship. [See Attachment D.](#)
30. Merchant Processing - A repeat of the question asked at the Pre-Bid conference. For the merchant accounts listed on page 5 of the RFP could the City please provide equipment, software & version and gateway names for each? [See Attachment D.](#)
31. Is the City replacing Official Payments? [Official Payments is used by the Kirkland Municipal Court for an online option to pay court fines and fees. The Municipal Court has recently contracted with nCourt to provide these services.](#)
32. Does the City have a budget for credit card fees? [Credit card fee expenditures are charged to each department. The average rate is about 2.5%](#)
33. Does the City accept American Express? [Yes, currently at the parking lot pay stations.](#)
34. What is the City's average effective rate? [The average rate for all merchant accounts is about 2.5%](#)
35. Would the City prefer to have unified deposits and cut-off times, i.e. once a day, at a certain time, by department, etc.? [Each merchant account cut-off is dependent on the type of fee and location charged. A unified cut-off time and unified deposits are not necessary.](#)