



COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
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GREG BROCKMEYER
Director of Administration

CHARLES HICKLIN
Controller

DATE: June 28, 2019
TO: All Proposers
FROM: Carolyn Clow, Purchasing Agent
SUBJECT: ADDENDUM #2 to RFP #119022 – Banking Services

Question 1

Please clarify what is a digital deposit tape that would be transmitted with checks. Are you referring to image cash letter? Sec 3.5

Answer: When we scan our checks, it will create an image of each check and a deposit ticket. Both will be sent with the electronic deposit.

Question 2

We are unable to provide NSF items online, they will be mailed back to you. Will this affect our ability to bid? Sec 3.5

Answer: Online access to returned checks, as defined, is a requirement.

Question 3

Adjustment notifications will be mailed to the clerk rather than a phone call. Will this affect our ability to bid? Sec 3.6 If so, under what circumstances and restrictions?

Answer: Adjustments should be shown on the daily electronic statements with the availability of an image of the front and back of the check, if applicable. No phone call is required.

Question 4

Please clarify what you mean by requiring a daily listing via electronic transmission of individuals whose social security checks have been ACH direct deposited. Are you asking for an EDI report? Or something else? Sec 3.10

Answer: An existing report is fine but the information included has to match the RFP language in Sec 3.10.

Question 5

Please clarify what you mean by a new check upload. Sec 3.13

Answer: We plan to begin doing electronic check deposits and decreasing use of a courier in 2020.

Question 6

Please clarify how you would like the account structure. Are you looking for a hybrid structure where ecr is applied first and then interest paid on remaining balances? Sec 5.1

Answer: The ECR is applied first and any balance due will be paid by the County.

Question 7

Please provide the average monthly balance in all accounts.

Answer:

Monthly Average for all accounts: \$100,208.528.44

Major Account Averages:

#4006	#4881	#5763	#8247	#HS	#4923
405,556.62	86,326,473.11	594,648.55	755,322.18	331,416.12	1,616,077.27

Question 8

Please include a copy of the County's investment policy.

Answer: Dane County Ordinance Ch. 26, Subchapter III
(<https://countyofdane.com/documents/pdf/ordinances/ord026.pdf>)

Question 9

Please provide a copy of the last successful Proposal for Banking Services (US Bank winning bid).

Answer: This information will be emailed to vendors separate from this addendum.

Question 10

Vault

Do you own safes today? If so, where are the safes from?

Answer: The Dane County Treasurer has a vault.

Question 11

How many offices / locations and addresses?

Answer: One physical address for statements. All other notifications and statements are electronic.

Question 12

What studies related to the PSC have been done since January 1, 2010? Please specify the consultant and subject of each such study.

Answer: None

Question 13

Are you looking for cash deposits only?

Answer: No. There will be mixed deposits.

Question 14

Who is your current courier contract with?

Answer: Currently, Brinks is our provider.

Question 15

Vendor Cost Spreadsheet

Lines 10 & 12 – what are the electronic debits and credits listed under depository services?

Answer: ACHs and wires

Question 16

Lines 22 & 23 – please explain what a check filter is and how it is being used. Is it a total block?

Answer: It is not a total block. Dane County uses features like Positive Pay and Positive Payee. Some vendors have account access with limited authority based on a filter.

Question 17

Lines 44 & 45 - What type of transmission are you receiving for Account Reconciliation and how are you using it?

Answer: The County is receiving a summary report in PDF format and a list of outstanding checks in Excel format. This is used to reconcile outstanding checks.

Question 18

Lines 98-100 - Do you require a CD ROM, or are online images acceptable?

Answer: Only online image files are needed.

Question 19

Lines 119 – 122 - How are you using the receivables file?

Answer: This file is used to reconcile payments received by ACH.

Question 20

In 2014 vendors were disqualified from the RFP process for being unable to provide Check filters and limits. This same requirement is specified in 4.11 Account Services of the 2019 RFP. Will vendors be disqualified from the 2019 RFP process in the event they remain unable to offer this specific solution?

In addition there are a few other areas of the RFP where the recommended solution will be a bit different than what is laid out as the requirement. For example, an in-house payroll card solution is

not offered but instead a partnership with a 3rd party. Will these types of situations will end up disqualifying a vendor from this process?

Answer: Section 4.9 Tab 7: Mandatory Requirements delineates the mandatory requirements for vendors responding to this RFP. Vendors who cannot meet these requirements will be disqualified.

Question 21

General

There is a reference in section 4; 3.18 of fees being assessed on the aggregate transaction. Would the merchant fees be charged to Dane County month end with the exception of the PayPal (aggregator) services?

Answer: There are third party vendors and these processes are separate from the County's banking services.

Question 22

General

General Section 4; 3.18 Merchant Accounts could you provide details on the "Purchasing" department noted in this section (Airport, Alliant Energy Center, Solid Waste Landfill, Parks, and Parking ramp were further detailed).

What are the functions of this department and its requirements including any existing solutions, hardware if applicable, and existing gateways if relevant?

Answer: The County Purchasing Section has the ability to collect online payments.

Question 23

Airport

What specific hardware/software is utilized with your satellite link? Do you have a web address or name of this hardware/software provider? What is the make/model of the existing card terminal for the swiped transactions?

Answer: These transactions are credited to the bank as aggregate transactions, not on a payment by payment basis.

Question 24

General

Who is your current merchant service provider?

Answer: There are third party vendors and these processes are separate from the County's banking services.

Question 25

General

Please submit merchant processing statements. Include all pages for each Merchant account for the past three months, and if the statements do not name the corresponding Departments, please list

all of the merchant accounts and their merchant account number. In addition, please advise what methods of payment are accepted including credit, debit, and PIN debit are required.

Answer: These details will be addressed as part of the contract, general details for aggregate transactions are provided in the RFP.

Question 26

Alliant Entergy Center

If direct deposits are being made via the Hypercom terminal; please specify what type of charges are “direct deposits”; Are these keyed in charges? If so, how often?

Answer: These transactions are credited to the bank as aggregate transactions, not on a payment by payment basis; generally 3 to 4 in a week.

Question 27

General

Please identify any accounts for which you charge convenience fees.

Answer: Convenience fees will not be part of the banking services.

Question 28

General

Please identify any accounts for which you charge convenience fees for face-to-face transactions at the point-of-sale.

Answer: Convenience fees will not be part of the banking services.

Question 29

General

Do you accept credit card payments online? If so; what is the name of the internet payment gateway being utilized for integration of these services?

Answer: There are third party vendors and these processes are separate from the County’s banking services.

Question 30

Solid Waste Landfill

What payment solution is used to process these tipping fee payments? Please provide the current method or make/model of terminal.

Answer: These details will be addressed as part of the contract, general details for aggregate transactions are provided in the RFP.

Question 31

Parks

What is your current method of processing the in person payments for permits and facility rentals? A physical terminal; IE: make/Model? Or some type of icon on your desktop? Please provide the name of the solution utilized. For the online payments; what is the name of the internet payment gateway?

Answer: These processes are separate from the County's banking services.

Question 32

General

Are you looking for payment portal suggestions? Do you accept any recurring billing payments?

Answer: Not part of this RFP.

Question 33

Parking Ramp

What is the current make/model of the device used at the parking stall? Or is there a type of integration to the parking payment machines? If so, please provide the name of the provider.

Answer: These processes are separate from the County's banking services.

Question 34

General

Does the County or vendor support IVR services? Number of payments that flow through IVR?

Answer: The County has very limited use of phone payments. These processes are separate from the County's banking services.

Question 35

General

Is there a unified accounting system that requires integration, such as SAP or Oracle?

Answer: These processes are separate from the County's banking services.

Question 36

General

How many of each type of terminal does the County currently have?

Answer: These processes are separate from the County's banking services.

Question 37

General

Please describe the connectivity desired for each terminal: dial up connectivity, Ethernet, or Wi-Fi? If different locations require different connectivity, please specify approximate breakdowns.

Answer: These processes are separate from the County's banking services.

Question 38

General

What is Dane County's current PCI Scope?

Answer: The security on third party payments is managed on their sites.

Question 39

General

How many different websites does the County need payment integration with? Do these websites share a common "checkout" environment?

Answer: These processes are separate from the County's banking services.

Question 40

General

Is the County interested in an electronic invoice / bill presentment system (EIPP, EBPP)?

Answer: Not part of this RFP.

Question 41

Miscellaneous or Various Sections of the RFP

Will the Contractor be disqualified from the RFP bid process if they are unable to meet or offer a specific requirement (i.e. check filters and limits) or offer the requirement in a different fashion than that outlined in the RFP (i.e. payroll cards via a 3rd party partner)?

Answer: Vendors who cannot meet mandatory requirements will be disqualified.

Question 42

Who is the County's current courier (Loomis, Brinks, Garda, etc.)?

Answer: Brinks

Question 43

Where is the County's current vault located?

Answer: County Treasurer

Question 44

3.0 Project Overview and Scope of Services, Section "3.5 Deposit Accounts - Treasurer", page 11
Regarding paragraph 1: "The treasurer is in the process of purchasing an electronic deposit system for check deposits. A digital deposit tape will be transmitted electronically with the checks, and one will be retained by the County." Can the County elaborate on whether this will be a remote deposit capture service or image cash letter?

Answer: Likely a remote deposit capture service.

Question 45

3.0 Project Overview and Scope of Services, Section “3.10 Human Services”, page 14
Regarding the first two bullets under “In addition, the department receives the following electronic services from the contractor that interfaces with the County’s payment processing system” Can the County provide additional detail on the reporting required for Social Security payments received?

- a. Does the comment “Contractor shall provide a daily listing via electronic transmission of individuals whose social security checks have been ACH direct deposited.” Refer to the same report described in the 2nd bullet point of the section above? The bank provided customized Automatic Clearing House (ACH) programming to create a report available daily that lists the federal and state social security received into the department’s account. The report is produced the day of receipt of the payments and includes the customer social security number, the customer name as identified by the Social Security Administration, an effective date or posting date of the payments, the amount of deposit, description, account number, trace number, bank routing number and issuer name/ID.?

Answer: As long as the report shows the detailed information needed, it can be a combined report.

Question 46

Regarding bullet: “The bank provides a “Returns Report” that identifies electronic withdraw transactions and amounts from the account.” Can the County please describe in further detail what this report contains?

- a. Are these incoming/received transactions that are attempting to debit your account or are these returns on ACH debits that the County has initiated?

Answer: The report shows the returns on ACH debits (credits), not the initial debit of the amount.

Question 47

3.0 Project Overview and Scope of Services, Section “3.13 Online Banking Services”, page 15
Regarding bullet: “Secure two-way messaging capability” Can the County further describe the two-way message used and what this service is used for?

- a. Is the County communicating with the bank ‘live’ for technical support?

Answer: The County can send secure message but needs to be able to receive secure messages from the bank as well. Not, “live/chat” support.

Question 48

3.0 Project Overview and Scope of Services, Section “3.17 Dane County Accounts and Service Requirements”, page 18

An “Appendix #1 Spreadsheet” is referenced in this section for more detailed information about account analysis. Please confirm that tab 3 (titled General Fund Cost and Revenue Account Analysis by Service – March 2019) of Appendix 2 contains the detailed information the County refers to.

Answer: Yes.

Question 49

3.0 Project Overview and Scope of Services, Section “3.18 Merchant Services”, page 18

1. Regarding a) Airport:
 - a. Parking: Can the County provide the name of the hardware and software?
 - b. Facility Rentals: Can the County provide the name and model of the card swipe machine?
 - i. Is the machine hard wired or a wireless mobile unit?
2. Regarding b) Alliant Energy Center (AEC):
 - a. AEC: Can the County please provide model of the Hypercom Terminals?
 - i. Do the Hypercom Terminals read chips on the customer cards?
3. Regarding c) Solid Waste Landfill:
 - a. Landfill: Can the County please describe how the landfill site accepts credit card payments?
 - i. In Person using a credit card machine?
 - ii. Card Not Present using a virtual terminal to key enter the credit card payment?
4. Regarding d) Parks:
 - a. Parks: Can the county please describe how the parks accepts credit card payments?
 - i. Swiping through a credit card machine?
 - ii. Card Not Present using a virtual terminal to key enter the credit card payment?
5. Regarding e) Parking Ramp:
 - a. Parking Ramp: Is there a payment kiosk where customers enter their tickets and provide payments?
 - i. If so, can the County please provide the hardware/software that is used to accept credit card payments?

Answer: These details will be addressed as part of the contract, general details for aggregate transactions are provided in the RFP.

Question 50

3.0 Project Overview and Scope of Services, Section “3.19 Trust and Custody Services”, page 18
What is the market value of the four (4) custody accounts?

Answer: Approximately \$3.8M, \$3.6M, \$14M, \$0.00

Question 51

Please provide the number of holdings and volume of annual transactions.

Answer: 68 holdings as-of May 17, 2019; 263 transactions over the 12 months

Question 52

5.0 Cost Proposal, Section “5.1 General Instructions on Submitting Cost proposals”, page 23
An “Attachment C” is referenced in this section that is required to be submitted with our proposal.
Please confirm that the referenced Attachment C is actually Appendix 2 that was provided with the
RFP documents.

Answer: Yes. This is a separate Excel spreadsheet. It can be found with the RFP document on the
Purchasing Division web site at www.danepurchasing.com Click on Open RFPs and Bids. Scroll
down to RFP 119022.

Question 53

Would the County accept an interest rate indexed to something other than the Federal Funds Rate?

Answer: The County may accept rates indexed at Federal Funds Rate or better as determined in
contract negotiations.

**Please acknowledge receipt of this addendum by noting “Addendum #1 Received” on the
Signature Affidavit page when you submit your bid. If you have any questions regarding this
addendum, please contact me at 608-266-4966.**

Sincerely,

Carolyn A. Clow, CPPB
Lead Purchasing Agent