

Questions and Answers Form

Date: 06/1/2020

Location:
5468 Peachtree
Road Chamblee, GA
30341**Question**

Do you anticipate extending the bid due date?

Answer

Please see addendum #3 of this RFP.

Question

What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?

Answer

The City will select the winning bid based on its adopted procurement policies and state law.

Question

Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com?

Answer

No.

Question

Other than your own website, where was this bid posted?

Answer

State of Georgia Procurement website

Question
What is the file format type for ACH-Payroll today?
Answer
<i>Third party pays our payroll and drafts the money out of the city's bank account. The city does not process payroll in house.</i>
Question
What is the file format type for Reconciliation report?
Answer
<i>Excel</i>
Question
How is the City using the Business Credit today?
Answer
<i>The city utilizes credit cards for budget-approved supplies, trainings, travel, dues and fees. All purchases over \$5,000 are not charged to credit cards.</i>
Question
Access to external bank platforms such as but not limited to Cash Management and Purchasing Cards via single sign on. Would you please elaborate on this in more details?
Answer
<i>The city utilizes Cash Management and Online Deposit banking platforms to pull bank statements, download daily transactions, check inquiry, cash, wire transfers and scanning and depositing checks directly into the city's bank accounts. A purchasing card platform would be utilized to view credit bills, monitor usage, adjust credit limits and easily add and remove cards.</i>
Question
Financial Institution has the ability for the City to download a monthly file with transaction information for all checks cleared during the prior month for automatic reconciliation within City's operating system, which is Tyler Incode 10. What is the name of the ERP system and please elaborate on Tyler Incode 10 file type. Are you able to provide a file example on Tyler incode 10?
Answer

Question
<i>Tyler Incode 10 is the ERP system used for all financial functions. The file type is a CSV; an example of the file is attached in Addendum #4 "Question and Answer Attachments."</i>
Please provide Analysis/Bank Statements at your convenient.
Answer
<i>Please see Addendum #5 "Question and Answer Attachments"</i>
Question
Will the City be willing to provide Account Analysis statements so all banks are able to provide a proforma based off the services utilized on each of the City's five accounts.
Answer
<i>Yes, please see Addendum #5 "Question and Answer Attachments"</i>
Question
Does the City utilize Fraud Controls on the five accounts? Please identify which accounts use Payee PP, PP, ACH PP, ACH / Check Blocks
Answer
<i>Yes; all accounts use the above referenced controls.</i>
Question
How is the biweekly payroll file transmitted (upload via online banking, FTP, etc.)
Answer
<i>Payroll is paid through a third-party vendor and no payroll files are transmitted to the bank.</i>
Question
110% Collateralization Requirement – In the State of Georgia, we participate in the Secured Deposits Program. We are currently required to pledge 50% per the State. Is this acceptable?
Answer

Question
Yes.
Question
What ERP / Accounting Software does the City utilize?
Answer
<i>Tyler Incode 10</i>
Question
Is the City interested in reviewing the current merchant processing relationships? If so, please provide 3 months of merchant statements and the following <ul style="list-style-type: none"> • What type of equipment does the City utilize today? • How many terminals are required? • Who is your current Merchant Services processor? • What solutions are in place? Does the City utilize any software in conjunction with merchant services?
Answer
<i>Yes; please see Addendum #5 "Question and Answer Attachments" for merchant statements. -The city uses multiple types of equipment for merchant services including iPads and individual swipe/card readers and other software that does not currently interface with the city's ERP system. -10 terminals -The city does not currently have a single merchant services processor; the police department uses Government Windows -This is an area in need of review and improvement; the city does not currently have any single software in place to make it a consolidated program, but would pursue those options.</i>
Question
What are the average and maximum dollar amounts of payroll and vendor files?
Answer
<i>Payroll is handled by a third-party vendor. Vendors can have upwards of \$1,000,000 on a single pay application for capital projects out of the SPLOST account.</i>
Question
Does the City still wish to receive paper copies / flash drive of the documents or is an electronic submittal acceptable?

Question
Answer
<i>Due to COVID-19, electronic submittals are acceptable. Please refer to addendum #3.</i>
Question
What is the average monthly spend on the current card program and current credit limit on the program?
Answer
<i>\$30,000 average monthly spend on credit cards; credit limit is \$75,000 monthly.</i>
Question
What is the annual AP less payroll?
Answer
<i>\$1.6 million</i>
Question
Are transactions limited to travel and entertainment charges? Is there a single transaction limit restriction for cardholders?
Answer
<i>No. There are not currently any single transaction limit restrictions for cardholders, but this is something the city would like to implement in the future.</i>
Question
How are cardholders currently coding and submitting their transactions/statements? How are receipts provided?
Answer
<i>They currently receive hard copies of their monthly credit card statement and code/submit to AP via email or hard copy in mailbox. Copies of receipts are typically attached to the statement.</i>
Question
Do you currently pay any vendors (one-time or reoccurring) with a card? If so, are they paid with a static (same) card # each time or is a single-use virtual card account used?

Question
Answer
<i>No.</i>
Question
Are reward points or a cash rebate/statement credit associated with the account?
Answer
<i>Yes; we currently have a rewards points program, but would like to pursue other options for credit rewards.</i>
Question
What is your settlement frequency (monthly, bi-weekly, weekly) and grace period?
Answer
<i>We run AP weekly. Grace period is driven by contract.</i>
Question
Is the City's logo on the cards?
Answer
<i>Not currently.</i>
Question
Does the City receive any data transmissions or file extracts related to the current program?
Answer
<i>No.</i>
Question
Does the City receive mailed statements or online?

Question
Answer
<i>Mailed.</i>
Question
How many administrators will the City have on the platform?
Answer
<i>No more than three (3) maximum.</i>
Question
How many approvers of ACH, wires, etc. does the City plan to have on the platform?
Answer
<i>Three.</i>
Question
Please describe the deposits bags and amounts needed – are these zipper, locked or tamper evident?
Answer
<i>Five deposit backs with locks are needed.</i>
Question
Are any of the five accounts not able to be analyzed as a composite relationship?
Answer
<i>No.</i>
Question
Who are the incumbent bank(s)?

Question
Answer
<i>BB&T</i>
Question
Can the city provide a recent account analysis statement?
Answer
<i>Yes; see Addendum #5 "Question and Answers Attachments"</i>
Question
What ERP system is the city using?
Answer
<i>Tyler Incode 10.</i>
Question
Would the city consider utilizing Purchasing Cards to generate possible rebates in lieu of credit cards?
Answer
<i>Yes.</i>
Question
Given the current social distancing mandates related to COVID-19, will the City consider changing proposal submission to electronic submission instead of mailed paper copies and USB Flash drive? If not, will there be someone available to accept overnight package deliveries?
Answer
<i>Please refer to addendum #3.</i>
Question

Question
“Financial Institution offers electronic deposit (in addition to Desktop Deposit)” Is this service considered Image Cash Letter? How many images are transmitted per month?
Answer
<i>No.</i>
Question
How many Notice of Change items do you experience per month?
Answer
<i>Less than 5</i>
Question
How many ACH Returns do you experience per month?
Answer
<i>Less than 5</i>
Question
Are you utilizing Current Day reporting?
Answer
<i>Yes.</i>
Question
How many accounts utilize information reporting? (e.g. current day prior day?)
Answer
<i>All five accounts.</i>
Question

Question
Can you clarify? Is the file a direct transmission or provided via a bank portal?
Answer
<i>Provided via bank portal</i>
Question
How many accounts utilize Positive Pay services? How does city send check issues to bank? (e.g. bank portal or direct transmission)
Answer
<i>All accounts utilize Positive Pay services; bank portal.</i>
Question
How many return deposited checks do you experience per month?
Answer
<i>Less than 5.</i>
Question
Do you re-deposit returned checks? If so, how many re-deposited return checks do you experience per month?
Answer
<i>No.</i>
Question
How many intraccount transfers do you experience per month?
Answer
<i>Less than 5—two regularly scheduled transfers and the rest are one-off scenarios.</i>
Question

Question
Does the city utilize check scanners to make deposits? If so, how many and what is the make and module?
Answer
<i>Yes, two; Panini model Vision X</i>
Question
How many ACH receipts does the city experience per month excluding the 97 credit card deposits?
Answer
<i>10.</i>
Question
How does the city originate wire transfers? (e.g. telephone, bank portal?)
Answer
<i>Bank portal.</i>
Question
“EFT payments to vendors and employees, processed through City’s A/P department” Can the city breakout what service is used for payments and the associated volumes? (e.g. credit card, ACH)
Answer
<i>The City does not utilize EFT payments to vendors and employees. The City also does not currently utilize ACH to pay vendors or employees. Checks are provided for both.</i>
Question
Please provide number of items deposited cash volumes as well deposited? - Items deposited – what is the number of deposited paper checks/money orders/cashier’s checks weekly or monthly. - Cash volumes – what is the amount of actual currency/bills and change deposited weekly or monthly. - Please also add change orders you request on a weekly or monthly basis
Answer

Question
-100 checks, cashiers checks and money orders monthly -40 cash deposits monthly -We do not do any change orders.
Question
Would you like us to propose Merchant Services? If so, please provide us with statements or volumes.
Answer
Yes. See addendum #4 "Question and Answer Attachments"
Question
Is there a requirement for a specific statement and/or repayment cycle for the commercial card program?
Answer
No.
Question
Can you please provide an excel vendor file including the following: - Vendor name, address, city, state and zip code - Vendor phone - Vendor transactions count - Vendor spend - Vendor current payment method
Answer
Please see Addendum #5 "Question and Answer Attachments"
Question
Would your organization be available to attend a web-based demo of the commercial card program's card management Tool?
Answer
Yes.