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Proposal Addendum

Addendum No: 1
Proposal No: 24-001
Proposal Title: Comprehensive Banking Services
Addendum Date: August 14, 2024
Purchasing Contact: Julie Jenvold, Clerk's Accounting Manager & Purchase Agent

RFP No. 24-001 is amended as set forth herein. Responses to questions posed by prospective bidders are provided below. This Addendum is hereby incorporated in and made a part of RFP No. 24-001

The deadline to submit all inquiries concerning interpretation, clarification or additional information pertaining to this RFP was August 7, 2024.

FORM OF PROPOSAL, INFORMATION TO BE SUBMITTED:

A separate response ~~must~~ can be submitted for both the Clerk and Comptroller and the Board. If submitting a single response, a separate pricing sheet for both the Clerk and Comptroller and the Board is required.

QUESTIONS AND RESPONSES:

- Q1. Please provide 3 months of Account Analysis statements, bank statements, money market statements, etc.**
R.1 Statements will be provided on the website, <https://www.manateeclerk.com/rfp-24-001>
- Q2. Please provide 3 months of Merchant Card statements. If any?**
R2. Merchant Services is not part of the RFP.
- Q3. How many times per week does the County make deposits?**
Q3a. Does the County currently use a courier service or employee to take deposits to the bank?
Q3b. If courier service is being used, who is the County currently contracted with?
Q3c. Is deposit taken to a branch or vault location?
Q3d. How much cash is deposited on a weekly basis or daily basis?
R3. Multiple deposits are made daily.
R3a. Manatee County Sheriff's Office provides the courier service.
R3b. Manatee County Sheriff's Office.
R3c. Branch location.
R3d. County – Average \$5,000 daily. Clerk – Average \$20,000 daily.
- Q4. How many employees does the County have on payroll?**
Q4a. How many of those employees are on direct deposits?
R4. County – 2,200 (including Supervisor of Elections & Metropolitan Planning Organization) Clerk – 240
R4a. All employees are required to participate in direct deposit.

Q5. With 2K+ checks being issued, can the Board and Clerk & Comptroller please provide a breakdown of payments made to businesses vs. payments made to individuals?

R5. Approximately 75% are payments made to businesses.

Q6. Can the Board and Clerk & Comptroller provide your AP file from the past 12 months by completing the attached Vendor Match template?

R6. AP file will be provided on the website, <https://www.manateeclerk.com/rfp-24-001>

Q7. Will the Board and Clerk & Comptroller as well as the Board continue to use their current provider for Merchant processing?

R7. Merchant Services is not part of the RFP.

Q8. Please provide a listing of balances, rates of interest earned and index applied, if applicable by institution or pool.

R8. Statements will be provided on the website, <https://www.manateeclerk.com/rfp-24-001>

Q9. Who is your Investment Advisor?

R9. Beyond the scope of this RFP.

Q10. Please provide a copy of your Investment Policy?

R10. Beyond the scope of this RFP.

Q11. Under Comprehensive Banking Services section below forms labeled a, c, e and i were not included. Can you please provide these forms so we can include in our response? a. Acknowledgement of Addenda (if applicable), c. Conflict of Interest Disclosure, e. Price Proposal, i. Scrutinized Company Certification.

R11. a. Will be provided when addenda is posted. c,e,i. Are posted on the website separately, <https://www.manateeclerk.com/rfp-24-001>

Q12. For the purpose of this question, please assume that the Purchasing Card Contracts will be separate. Will you be entering into two contracts (one for the Board and Clerk & Comptroller) for Comprehensive Banking Services

R12. To be determined.

Q13. Page 16 asks for two sets of documents. Should this sentence be taken out?

R13. Two pricing sheets but only one set of responses is acceptable.

Q14. Please clarify how many proposals should be included in sealed package. Page 2 requests one original and five copies, while Information To Be Submitted (page 16) states a separate response must be submitted for both the Clerk and Comptroller and the Board. If responding to both, are you looking for 6 proposals for the Clerk and Comptroller and 6 for the Board, in the same or separate boxes?

R14. One original and five copies to be submitted with two pricing sheets if responding to both.

Q15. It does not appear that all items in the Scope of Services are addressed in the Comprehensive Banking Services section. Please advise if institutions should also provide responses to the Scope of Services. If so, where should it be included in our responses?

R15. Responses can be provided for questions only.

Q16. If ECR rate and positive compensating balances are not tied to Federal Funds Rate or any index, will the financial institution be disqualified or considered non-responsive?

R16. No

Q17. If ECR rate and positive compensating balances are not tied to Federal Funds Rate or any index, will the financial institution be disqualified or considered non-responsive?

R17. No

Q18. Would the County considered other methods for image delivery and retention, other than CD ROM? If CD ROM is not available, will the financial institution be disqualified or considered non-responsive?

R18. No - You will not be disqualified. Please provide an alternate method of image delivery and retention.

Q19. Will you provide details regarding the County's current reconciliation process?

R19. We use excel statements to reconcile accounts. Monthly the cleared check file is downloaded from the bank to our ERP. All other reconciling is done manually in excel spreadsheets.

Q20. How many Remote Deposit scanners is the County utilizing? Please provide the model(s).

R20. 8 scanners. Model: TellerScan TS240-100DPM

Q21. Please clarify if A and B should be identified with tabs, while responses to each section (A.01-A.28 and B.1-B.52) should be on separate pages.

R21. Yes, the sections should be separated by tabs. Multiple questions can be entered on the same page.

Q22. Is the County most interested in EDI 820, EDI 822, or addenda information.

R22. We are interested in all EDI services offered.

Q23. Can the County provide an expected timeline of evaluation, award date, and contract start date?

R23. Yes - Timeline provided and subject to change. August 30 – RFP Responses are due. September 2-26 – Evaluation. September 27 – Award date. January 1, 2025 – Contract start date.

Q24. Please describe the County's branch deposit process.

R24. Deposits are picked up by courier (Sherriff's Office) and delivered to local bank branch daily.

Q25. What is the purpose of the ACH payments? What percentage is consumer versus corporate?

R25. ACH payments are primarily corporate and are made using vendor website.

Q26. What is the primary purpose of wire transfers. What are the average and maximum dollar amounts?

R26. Wires are used to pay investment accounts, vendor payments and debt service payments. Average \$500,000.00, Maximum - \$250,000,000.00

Q27. Please clarify number of accounts. Account maintenance volume and CashPro volumes do not match.

R27. Both the County and Clerk have 5 bank accounts, respectively. Cashpro volumes are not a reflection of number of accounts.

Q28. Please provide more details regarding the types of checks the Board receives. What types of payments are deposited via ICL vs. Remote Deposit Capture. Has the Board considered Lockbox services? Why or why not?

R28. Checks received are deposited via Remote Deposit and banking provider processes them through ICL. The County does use lockbox services.

Q29. Section A.18 requests information regarding the change order process. However, there is no volume for change orders. Does the Board currently request change orders? If so, please provide more details regarding your process and volume.

R29. Change orders are infrequent.

Q30. Please provide average account balances for the Clerk and Comptroller and the Board.

R30. Please refer to Account Analysis Statements provided on the website, <https://www.manateeclerk.com/rfp-24-001>

Q31. What ERP system is used by the Clerk and Comptroller and the Board's offices? Are there current plans to change ERP systems and if so, to which platform?

R31. OneSolution; no current plans to change.

Q32. With the Clerk and Comptroller's question "A.27 Provide a copy of the bank's standard contract for banking services," will the Clerk and Comptroller accept the inclusion of the financial institution's standard documentation with the RFP response, containing the terms and conditions that are applicable to the banking services and purchasing card services, respectively, if they can be mutually negotiated?

R32. Yes

Q33. Please provide 3 months of DDA bank statements for each account.

R33. Statements will be provided on the website, <https://www.manateeclerk.com/rfp-24-001>

Q34. What ECR is paid on both Manatee County Clerk of the Circuit Court and Comptroller accounts?

R34. 2.12%

Q35. What Excess Rate is paid on both Manatee County Clerk of the Circuit Court and Comptroller accounts?

R35. 2.59%

Q36. What bank/banks is/are the incumbents for both account relationships?

R36. Bank of America

Q37. Does Manatee County Clerk of the Circuit Court and Comptroller have investments outside of their current bank and if so how much?

R37. Yes but beyond the scope of this RFP.

Q38. Please provide 3 months of Analysis statements. Please include relationship summaries as well as each accounts detailed statement.

R38. Statements will be provided on the website, <https://www.manateeclerk.com/rfp-24-001>

Q39. Please provide 3 months of Purchasing Card statements.

R39. Statements will be provided on the website, <https://www.manateeclerk.com/rfp-24-001>

Q40. Please provide the name of any Third Party Processor that is being utilized and what service they are providing.

R40. We have multiple third-party processors for payment collections. Merchant Services is not part of RFP.

Q41. What ERP system are you using?

R41. OneSolution.

Q42. What is your current annual AP spend, minus payroll?

R42. Board - \$1.9 Billion, Clerk – \$161 Million

Q43. What is your current expense reporting process today?

R43. Sign off and allocations are done on the purchase card program website. Receipts are manually loaded to the A/P processing system for reconciling to the statement. The allocation file of reconciled expenses is exported to the General Ledger ERP to post.

Q44. Do you have any international payments via card? If so, what countries?

R44. Minimal. Canada, UK, Norway, Germany.

Q45. Do you currently have a goal/strategy around the overall AP process?

R45. Make timely payments using streamline processes. Provide account protection including vendor verification.

- Q46. Would you consider a fully integrated payables solution for all payment types (card/ACH/check)?**
R46. Yes.
- Q47. Are you currently seeking a contract with or have a contract with an Armored Car service? If so, which vendor?**
R47. No.
- Q48. If you are considering using SmartSafe(s), how many safes would be installed?**
R48. Not currently utilizing Smart Safes. Future use to be determined.
- Q49. Is the amount of cash deposited within the Pricing Form typical of your monthly cash deposits?**
R49. Yes.
- Q50. How frequently do you make in-person cash deposits? What is the average amount in cash per deposit for each?**
R50. Daily. Board – Average \$5,000 daily. Clerk – Average \$20,000 daily.
- Q51. How frequently do you make night-drop cash deposits?**
R51. Daily. The Sheriff courier takes deposits to the local branch daily, but they are dropped off and processed as vault/night drop.
- Q52. What is the average amount in cash per deposit for each, in-person and night-drop?**
R52. Clerk - \$20,000. Board - \$5,000
- Q53. Do you require change orders? If so, what amount, and how frequently do you order cash?**
R53. Change orders are infrequent.
- Q54. Do you use Image Cash Letter today or standard Remote Deposit Capture?**
R54. Both.
- Q55. Are you currently transmitting and receiving all data via your bank's online platform?**
R55. Yes.
- Q56. What method is used to send ACH Files to the bank? (File Transmission through Secure FTP, or File Upload through online portal)**
R56. Secure FTP.
- Q57. How is ACH Origination being utilized? (vendor payments/payroll/collection etc.)**
R57. Vendor payments, payroll direct deposit and utility collections.
- Q58. What are the daily/weekly/monthly amounts for the Debit (collection) files?**
R58. We do not currently utilize file transfer for collections.
- Q59. What are the daily/weekly/monthly amounts for the Credit (payment) files?**
R59. We do not currently utilize file transfer for payments other than payroll direct deposit. Monthly Clerk direct deposit is approximately \$1,500,000.00 and Board is \$9,000,000.00
- Q60. Will the County accept a link to our financial statements?**
R60. Yes.
- Q61. What type of Payments are processed through Paymode? ACH, Virtual Card, Check?**
R61. Utility account payments – ACH.

Q62. Are charges for Paymode 'per invoice' if not, what is the basis for billing?

R62. Per transaction.

Q63. Please describe the process for branch deposits. How are the deposits transported to the Branch? Which County locations are making branch deposits?

R63. Deposits are picked up by the Sheriff's Office and delivered to local bank branch. Parks (sports & leisure), animal service, Clerk's office, SeaPort Manatee, Public Safety, Employee Health Benefits, Admin, Utilities/landfill, Manatee Sheriff, Tax Collector, libraries and civic center.

Q64. Who is creating the Image Cash Letter (ICL) file? Internal or a 3rd party?

R64. Internal via remote deposit scanners.

Q65. How many Remote Deposit Check scanners are you using today? What is the make and model?

R65. 8 scanners. Model: TellerScan TS240-100DPM.

Q66. How many Active PCards in the program, Is it Visa or MasterCard?

R66. Board – 520; Clerk – 41. Visa.

Q67. What are the transaction limits and payment terms(30/14)?

R67. Varying card limits \$1,000 - \$50,000. Monthly County spend limit is \$2,000,000 and Clerk monthly spend limit is \$125,000. Payment term is 14 days.

Q68. What is the \$ value of the last rebate received?

R68. 2023 rebate was \$200,365.88 for Board and Clerk combined.

Q69. Are you using Ghost or Department cards to pay invoices today?

R69. No.

Q70. Are you making Payments via ePayables? If so, is it with a Virtual Card?

R70. We make vendor payments via ePayables using virtual cards.

Q71. If Virtual Card, what is the annual Virtual Card spend?

R71. \$9,300,000.

Q72. Please provide a vendor file for the last 12 months of AP spend.

R72. Vendor file will be provided on the website, <https://www.manateeclerk.com/rfp-24-001>

Q73. Please provide the last 3 months of account and investment balances? What is the current rate on the investment account?

R73. Please refer to Account Analysis Statements. Institutional rate is 2.59%.

Q74. On price sheet: "CASHPRO IMAGE SUBSCRIPTION" and "CASHPRO ONLINE IMAGE RETRIEVAL" are listed twice.

R74. Each should be listed once in the Image section with the following quantities: CASHPRO IMAGE SUBSCRIPTION=5 and CASHPRO ONLINE IMAGE RETRIEVAL=52

Q75. There is no mention of an armored courier on the RFP. However, the price sheet for the Board has a service "CURR DEPOSITED-PER NOTE-VLT". Does the County utilize cash vault? If so, who is the armored courier? What is the monthly volume of deposits and the total dollar value?

R75. Courier service is provided by Sheriff's Office and dropped off at the branch daily. Monthly volume can be found on the Account Analysis Statements. The monthly total dollar value of cash deposit is \$500,000.

Q76. Can you explain what "EXPRESS TAX" services are?

- R76. This is a website/service provided by Bank of America that payroll uses to pay taxes.
- Q77. Can you explain what "GLOBAL ADVICE" services are?**
R77. This service provides additional details on ACH credits
- Q78. Can you please include a copy of the Conflict of Interest Disclosure and the Scrutinized Company Certification?**
R78. They are posted on the website separately, <https://www.manateeclerk.com/rfp-24-001>
- Q79. Please provide 3 months of analysis statements and corresponding bank statements.**
R79. Statements will be provided on the website, <https://www.manateeclerk.com/rfp-24-001>
- Q80. Reconciliation Service – what is the file format the Clerk and Comptroller is receiving by Data Exchange?**
R80. We use excel statements to reconcile accounts. The cleared check file is ASCII fixed length file format.
- Q81. Reconciliation Service - Is it BAI2 or can the Clerk and Comptroller accept BAI2 format**
R81. Yes.
- Q82. Clerk mentions merchant account processing. Please provide 3 months of merchant statements and the software used. How are the cards currently processed? In-person, phone, or website? If website, what service does the Clerk and Comptroller utilize?**
R82. Merchant accounts in this context is county departments. Merchant Services is not part of the RFP.
- Q83. Can the 7 year archive of Images be provided through on-line portal vs. CD-ROM?**
R83. Yes.
- Q84. Remote Deposit – how many scanners does the Clerk and Comptroller currently use? Do you own the scanners? If yes, what type?**
R84. 8 scanners. Yes, Model: TellerScan TS240-100DPM.
- Q85. Purchase Cards – How many cards does the Board, Clerk and Comptroller issue? Does the County receive a rebate on the spend? Is calculated individually per each program? Is it paid monthly, quarterly or yearly? When is the cut-off for the monthly statements? When is the payment due and is it auto-drafted from the Board, Clerk and Comptroller's accounts? How is the rebate currently calculated?**
R85. County (Board) – 520; Clerk – 41. The annual rebate is for Board and Clerk is combined. The current statement date is the 4th of the month. The payment is due the 16th of the month and is wired. The rebate is determined using multiple volume amounts.
- Q86. What type of expense reporting service is currently used?**
R86. Sign off and allocations are done on the purchase card program website. Receipts are manually loaded to the A/P processing system for reconciling to the statement. The allocation file of reconciled expenses is exported to the General Ledger ERP to post.
- Q87. Does the County receive a rebate on the spend? Is it calculated individually per each program? Is it paid monthly, quarterly or yearly?**
R87. Yes. The annual rebate is for Board and Clerk is combined.
- Q88. A.14 -What type of sample reports are you wanting to see? Through balance reporting or Purchase Cards?**
R88. Both banking report and Purchase card report.
- Q89. A.18 – how does the Board, Clerk and Comptroller currently process coin and currency? Is it deposited at a branch or armored courier to Vault?**
R89. Picked up by the Sheriff's Office courier and delivered to local bank branch.

Q90. A.20 – Reference EDI services, are these ACH items received by the Board, Clerk or Comptroller or payments originated with EDI addenda?

R90. EDI is used by the board for utility department payments (collections) and global advice provides additional detail for ACH credits.

Q91. B.11 - Please confirm what is meant by declining balance cards? How will these cards be used?

R91. Declining balance cards are pre-loaded cards that can be used for specific merchants approved by Accounts Payable. They are not currently used.

Q92. B.12 - Are convenience checks to be written and charged through the card program?

R92. Yes; convenience checks are not currently being used.

Q93. B.39 - Please explain how a supplier will reverse a payment? Is this reference a card used or integrated payables solution card processed?

R93. In regards to the purchase card program; a supplier might refund (reverse) the payment on a card for the return of product.

Q94. Coll Overdraft Interest Charge is the amount of 9 actually \$9.00 or how is it determined?

R94. 9 is number of units for overdraft related to internal transfers between accounts.

Q95. What type of Interest Bearing Accounts do you have now?

R95. Public funds interest bearing accounts.

Q96. Pricing Form Question - Cash deposited confirm the volume is per \$100? Are you utilizing the branch and night drop? Vault for the Board?

R96. Yes, volume is per \$100. Deposits are delivered to the local bank branch by the Sheriff's Office courier.

Q97. What is included with the ACH Reports – Electronic?

R97. Electronic details about transactions.

Q98. How many accounts are used for originating ACH transactions?

R98. Board – 3. Clerk – 3.

Q99. How are the ACH transactions/files processed?

R99. Most ACH debits are initiated through vendor websites or payroll files. ACH credits are collected through third party payment processors.

Q100. Wire Transfer – Elec Wire Out – Book DB – are these wires/transfers between the Board, Clerk and Comptroller's accounts?

R100. Wires are used to pay investment accounts, vendor payments and debt service payments. These wires specifically relate to transfers to state board administration accounts and vendors with Bank of America.

Q101. Please define Book Credit.

R101. A book transfer is the movement of funds from one deposit account to another in the same bank, resulting in a book credit.

Q102. Account Reconciliation – how are you receiving the output file?

R102. We use excel statements to reconcile accounts. The cleared check file is ASCII fixed length file format.

Q103. What type of item deposited returned processing is the Board, Clerk and Comptroller currently using?

R103. Returned customer payments.

Q104. Please define Returns – Store Processing.

R104. These are disputed chargebacks.

Q105. What type of foreign items are deposited?

R105. Checks.

Q106. How much cash is deposited by the Board to the Vault? It shows by note vs. amount deposited.

R106. The monthly total cash deposit is approximately \$500,000.

Q107. Is the Board currently sending Real Time Payments or just Same Day ACH?

R107. Same Day ACH.

Q108. EDI Service Please define Paymode Con services and Global Advise AR?

R108. Paymode processes Utility account payments via ACH. Global advice provides additional details on ACH credits.

Q109. If our pricing structure differs than what's on your excel spreadsheet, how would you want us to notate or add to the spreadsheet?

R109. Complete pricing sheet as closely as possible and provide additional services at the bottom of the pricing sheet.

Q110. Please provide pricing pages in Excel format

R110. It is posted on the website separately, <https://www.manateeclerk.com/rfp-24-001>

Q111. Please provide 3 months of analysis statements for the accounts included in this RFP.

R111. Statements will be provided on the website, <https://www.manateeclerk.com/rfp-24-001>

Q112. This section asks for a CD of paid check images – please confirm if a transmission of the images would be acceptable as an alternative.

R112. Yes.

Q113. The instructions state that a “separate response must be submitted for both the Clerk and Comptroller and the Board.” Does the whole proposal need to be duplicated (including the responses to the questions for the Comprehensive Banking Services and Purchasing Card Program sections) or do you only need separate pricing proposals submitted for the Clerk and Comptroller and Board on the separate pricing forms provided (pages 25-27 and pages 28-30)?

R113. One response with two pricing spreadsheets.

Q114. This states “QPD rate on excess balances” – Please confirm whether this refers to an interest rate.

R114. Yes

Q115. Please provide current earnings credit rate (ECR) and interest rate on excess balances earned by the Clerk and Comptroller. Also please provide estimate average collected balances maintained.

R115. ECR 2.12% and excess rate of 2.59%. For average balances, please refer to Account Analysis Statements provided on the website, <https://www.manateeclerk.com/rfp-24-001>

Q116. Please elaborate on the “Financial References” and whether these are required vs the “Qualifications, Credential, Experience, Reference Form”

R116. Only the Financial References is necessary.

Q117. Would you please provide the following forms as they do not appear to be included in the original RFP: 1) Acknowledgement of Addenda, 2) Conflict of Interest Disclosure; 3) Public Entity Crimes Certification; and 4) Scrutinized Company Certification. (1 and 4 appear to be addressed via the Proposal Signature form, but we wanted to confirm as the RFP lists them as separate forms).

R117. 1. Will be provided when addenda is posted. 2,4. Are posted on the website separately, <https://www.manateeclerk.com/rfp-24-001> 3. Is included in the original RFP, see page 34.

Q118. Under item A.02, you list the forms that should be completed and included with our response. Can you clarify if item c (Conflict of Interest Disclosure) and item i (Scrutinized Company Certification) are separate forms and were they included in the original bid package? Also, would item e (Price Proposal) consist of the two forms listed as items j and k or is there another Pricing Proposal form we are to include?

R118. The Conflict of Interest Disclosure and Scrutinized Company Certification are posted on the website separately, <https://www.manateeclerk.com/rfp-24-001>. The Price Proposal forms are two forms, one for Board (County) and one for Clerk. The excel file (Service Pricing Forms) is also posted on the website separately.

Q119. How many (employee) cards are there?

Q119a. How is card spend reconciled today?

Q119b. How much spend was traditional cards (employee card)?

Q119c. How Much was Virtual or payment cards?

Q119d. When was your most recent vendor match?

Q119e. Can you please provide a copy, if not please provide 12 months of Accounts Payable spend.

Q119f. What is your current billing/payment cycle.

R119. Board – 520; Clerk – 41.

R119a. Sign off and allocations are done on the purchase card program website. Receipts are manually loaded to the A/P processing system for reconciling to the statement. The allocation file of reconciled expenses is exported to the General Ledger ERP to post.

R119b. All cards are traditional cards.

R119c. No virtual or department cards.

R119d. It has been a while since we did a vendor match.

R119e. Vendor file will be provided on the website, <https://www.manateeclerk.com/rfp-24-001>

R119f. Payment term is 14 days.

Deleted items will be ~~struck through~~, added or modified items will be underlined. All other terms and conditions remain as stated in the RFP.

ACKNOWLEDGEMENT OF ADDENDA FORM

The undersigned acknowledges receipt of the following addenda:

Addendum No. _____	Date Received:
Addendum No. _____	Date Received:
Addendum No. _____	Date Received:
Addendum No. _____	Date Received:
Addendum No. _____	Date Received:

Print or type Offeror's information below:

Printed Name of Authorized Signer

Title of Authorized Signer

Street Address

City/State/Zip Code

Telephone Number

Email Address

Web Address (if applicable)