

General Banking Questions for City of Coos Bay:

1) Required Services for General Banking:

5.2.2.13 – a) provide a monthly analysis report summarizing the charges by service for each account, available online within 2 business days.

Online statements for account activity within two (2) business days and analysis summary within five (5) business days.

Will this disqualify X from responding to Banking Services?

The City will not disqualify a proposer from submitting a response.

2) 5.2.2.17 – Provide extended customer service and technical support hours in PST.

X offers Customer Support via our client line to include services and basic technical support between the hours of 6:30am PST and 6:00pm PST. Additionally, your account officer will be available via phone and email at all times.

Will this support the City's requirement?

This meets the intent of extended customer service for hours outside of normal City business hours of 8:00 a.m. – 5:00 pm.

3) Verbiage around contracts and escalation/de-escalation agreement, 4.9 RENEWAL – c.:

In today's changing rate environment, X's typical contract would not exceed 5 years. Due to language presented as allowing escalation/de-escalation under terms of contract, and X' very competitive and favorable pricing structure, will a request for pre-scheduled and discussed escalation options disqualify responders?

The City is looking for competitive pricing in the RFP with options; final terms will be negotiated.

4) Understanding the request states in Section 5.1, "It is highly recommended the proposer organize and present their proposal materials in the order presented below";

I would like to confirm the City would like all Minimum and Required Qualifications placed prior to the Table of Contents.

This section was meant to encourage the proposer to order their response similar to how the RFP is structured. Please place the table of contents before the proposal materials.

5) Appendix A references Coin and currency services:

What dollar volumes will the branch expect around coin and currency, and change orders?

The City does not receive large volumes of cash as the majority of financial transactions are ACH through the Oregon State Pool account. Low volumes.

- 6) Is there additional credit card information available from the processing through Xpress Billpay?

The City will not be changing or eliminating the Xpress Billpay current services primarily because the software is integrated with the City's financial software. This reference was to provide the proposer information on the various ways the City transacts business and for the proposer an opportunity to provide information on their payment options.

- 7) Would the City provide a couple of months merchant statements?

Please see Appendix D in the RFP. The City has a low volume of credit card transactions. Please provide your firms options and best pricing.

- 8) In the event the City of Coos Bay decided to implement Lockbox, will the City utilize an invoice/statement that Lockbox will have to manually capture the information, or a coupon that will have an OCR scan line that we can read electronically?

The City does not currently have an intention to begin using lockbox services. The reference in the RFP was an opportunity for the proposer to provide information on their lockbox services.

Lockbox questions for City of Coos Bay – See the response to Question 8

Payment portals and epay – See the response to Question 6