

**CLERK & COMPTROLLER, PALM BEACH COUNTY**  
**Banking Services RFP Questions & Responses**  
**Chase**

Bank / Ref #	RFP Section	Proposer Inquiry	Clerk & Comptroller Responses
CHASE #1	2.6	Do you need a hard copy of our financial reports or will a link to our Web site address suffice?	<p><b>BOARD:</b> Hard Copy.</p> <p><b>CLERK:</b> Yes we need a copy of our financial reports (bank statements, advices, paid checks etc.) By Florida law we are required to maintain a record/master copy (paper or in electronic format) that is maintained and owned by the Clerk.</p>
CHASE #2	2.6	Confirm that “Electronic Copy of RFP in PDF Form” can be provided on a CD ROM.	<p><b>BOARD:</b> We will contact you.</p> <p><b>CLERK: N/A</b></p>
CHASE #3	3.1	Please describe the Clerk’s current check disbursement process, including daily or weekly payment cycles and any details you can share with us on the number of current check print locations. Are most check payments mailed out First Class via US Postal Service, or is some overnight shipping required.	<p><b>BOARD:</b> The Board currently has a daily check disbursement cycle. Checks are printed in one location. Checks are mailed via USPS and Interoffice mail and rarely require overnight shipping.</p> <p><b>CLERK:</b> We issue checks daily through our Accounting Department (1 location) and checks are mailed out First Class via US Postal Service.</p>
CHASE #4	3.1	Only a small volume of your existing check disbursements are issued on a Controlled Disbursement account. Is it the Clerk’s preference not to use a Controlled Disbursement account, since daily targeted funded is not required?	<p><b>BOARD:</b> The Board uses a controlled disbursement account.</p> <p><b>CLERK:</b> Our Controlled Disbursement accounts are Zero Balance accounts.</p>
CHASE #5	3.2	Please confirm the address with zip code of all locations that will deposit cash.	<p><b>BOARD:</b> <b>SEE ATTACHED FILE (dunbarlocations.pdf)</b></p> <p><b>CLERK:</b> <b>SEE ATTACHED FILE (dunbarlocations.pdf).</b></p>

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CHASE #6	3.2	Please confirm the address with zip code of all locations that will order cash.	<b>BOARD:</b> SEE ATTACHED FILE ( <a href="#">dunbarlocations.pdf</a> – Board Locations only)  <b>CLERK:</b> Same locations as the locations that will deposit cash. See #5 above.
CHASE #7	3.2	What make and model of scanner does the County use for remote deposit?	<b>BOARD:</b> Current scanner (Tellerscan 230-65) <b>CLERK: N/A</b>
CHASE #8	3.5 Question A	Will the County require the bank to also provide a transmission for ACH return items (page 17)	<b>BOARD:</b> Not required by Board accounts/  <b>CLERK:</b> Yes
CHASE #9	3.8	Can you please explain this request more fully? “To facilitate the bank reconciliation process, the Clerk is requesting the Proposer to supply a list of all Clerk’s and Board merchant account numbers and the corresponding department names. It will be required that the Proposer update this list periodically as new merchant accounts are added.”	<b>BOARD:</b> The Board has multiple departments with credit card activity and requires the Proposer to maintain an updated list of individual Merchant numbers and corresponding department names.  <b>CLERK:</b> Does not use the bank reconciliation process.
CHASE #10	3.8	Please describe the Clerk’s daily and monthly Deposit Reconciliation reporting needs, for each unique location ID. If daily reporting was available with individual location detail, would a monthly sub-totaling recap still be needed?	<b>BOARD:</b> Daily detailed report for account plus monthly detailed statements. Yes, monthly would still be needed.  <b>CLERK:</b> Does not use the bank reconciliation process.

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CHASE #11	3.9	It appears the Clerk currently does not use Payee Name Match fraud protection on all checks issued. Please explain any business reasons or system limitations that may be preventing this.	<p><b>BOARD:</b> The Board does use Payee Name Match fraud protection.</p> <p><b>CLERK:</b> Currently do not have this service; however we may be interested in the future.</p>
CHASE #12	3.9	Does the Clerk currently have any Positive Pay flag controls in place, to provide exception alerts for stale date items or checks exceeding a maximum dollar limit?	<p><b>BOARD:</b> The Board currently has Positive Pay flag controls in place, but not for stale dated items or checks exceeding a maximum dollar amount.</p> <p><b>CLERK:</b> Currently do not have this service; however we may be interested in the future.</p>
CHASE #13	3.10	Please describe the Clerk's long-term image archive needs and preferences. Would you like to migrate your current usage of CD ROM's to a web-based approach instead, for 7 years?	<p><b>BOARD:</b> By Florida law we are required to maintain a record/master copy (paper or in electronic format) that is maintained and owned by the Clerk.</p> <p><b>CLERK:</b> By Florida law we are required to maintain a record/master copy (paper or in electronic format) that is maintained and owned by the Clerk.</p>
CHASE #14	3.11	<p>1. Can you explain, "All foreign check deposits will be treated as "Payable in U.S. Funds" on the day of deposit?"</p> <p>2. Can you detail all the denominations and volumes of each that the Clerk may be depositing?</p>	<p><b>BOARD:</b> 1 – 2 items per month.</p> <p><b>CLERK:</b> 1 – 3 foreign checks are deposited per month; average amount of check is approximately \$300.00.</p>
CHASE #15	3.12	Please confirm that the County intends to utilize armored courier for branch change orders. In addition, what is the frequency and amount of these change orders (page 20).	<p><b>BOARD:</b> Yes. Due to multiple locations serviced we cannot identify frequency &amp; amounts.</p> <p><b>CLERK:</b> Yes, the average number of change orders is 1 – 2 per location.</p>

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CHASE #16	3.13 Question I	Please explain what you mean by Direct-Pay Option.	<b>BOARD:</b> We are interested in the banks Pay Card options, including the implantation process and related fees.  <b>CLERK: N/A</b>
CHASE #17	3.16	What data will be required in the electronic file from lockbox and what is the average number of keystrokes per check (page 23).	<b>BOARD:</b> An electronic file is not currently provided. Data entry is not required on the County's lockbox.  <b>CLERK: N/A</b>
CHASE #18	3.16	What is your annual check volume for each payment type?	<b>BOARD:</b> Annual volume is approximately 21,000. There is only one payment type.  <b>CLERK: N/A</b>
CHASE #19	3.16	1. Do your constituents incur any penalties for late payments?  2. If yes, how are those payments handled in the lockbox?	<b>BOARD:</b> Late fees are not charged  <b>CLERK: N/A</b>
CHASE #20	3.16	Can you provide your current lockbox processing instructions?	<b>BOARD:</b> See Attached File (Chase20).  <b>CLERK: N/A</b>
CHASE #21	3.16	Are your coupons/remittances single or dual sided?	<b>BOARD:</b> Single.  <b>CLERK: N/A</b>
CHASE #22	3.16	How many lockboxes are you looking to open?	<b>BOARD:</b> One (1).

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			CLERK: N/A
CHASE #23	3.16	Will you truncate paper at the Bank?	<b>BOARD:</b> The County's lockbox is non-truncated.  <b>CLERK: N/A</b>
CHASE #24	3.19	Please describe your current process for accepting electronic payments?	<b>BOARD:</b>  <b>CLERK: N/A</b>
CHASE #25	3.19	Please provide annual E-Check (Electronic Check Processing) volume along with average ticket.	<b>BOARD:</b> Refer to PNC #4  <b>CLERK: N/A</b>
CHASE #26	3.19	1. Do you currently accept daily electronic remittance files from vendors?  2. Can you accept a standard file format?	<b>BOARD:</b> No.  <b>CLERK: N/A</b>
CHASE #27	3.19	How do you process cards- face to face or card not present?	<b>BOARD:</b> Both ways.  <b>CLERK: N/A</b>
CHASE #28	3.19	Are there plans to expand credit card use in any other departments?	<b>BOARD:</b> Not currently.  <b>CLERK: N/A</b>
CHASE #29	3.19	Do you require monthly invoicing with time to pay?	<b>BOARD:</b> No.  <b>CLERK: N/A</b>

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CHASE #30		<ul style="list-style-type: none"> <li>• What payment types are you interested in capturing electronically?               <ul style="list-style-type: none"> <li>✓ Property taxes?</li> <li>✓ Utilities?</li> <li>✓ License/permits?</li> <li>✓ Other, please describe</li> </ul> </li> </ul>	<p><b>BOARD:</b> All available.</p> <p><b>CLERK: N/A</b></p>
CHASE #31		<ul style="list-style-type: none"> <li>• What payment channels do you use currently to collect these payments?               <ul style="list-style-type: none"> <li>✓ Front Office</li> <li>✓ Lockbox</li> <li>✓ Internet</li> <li>✓ IVR/Telephone</li> <li>✓ Other, _____</li> </ul> </li> </ul>	<p><b>BOARD:</b> Mail, Wires and ACH; in addition to those listed.</p> <p><b>CLERK:</b> Mail, Wire and ACH</p>
CHASE #32		<p>What was your historical transaction volume and dollars collected for each of the payment types above?</p>	<p><b>BOARD:</b> Refer to B of A #1 (Bank Analysis)</p> <p><b>CLERK:</b> Refer to B of A #1 (Bank Analysis)</p>
CHASE #33		<ol style="list-style-type: none"> <li>1. What is the frequency of the payments and average payment amount by payment type?</li> <li>2. Are there seasonal peaks to the payments?</li> </ol>	<p><b>BOARD:</b> Yes; March, November and December.</p> <p><b>CLERK:</b> Seasonal peak is the month of March.</p>
CHASE #34		<ol style="list-style-type: none"> <li>1. Do you currently accept credit/debit card payments?</li> <li>2. Is Chase Payment Tech your merchant card processor?</li> <li>3. Do you wish to accept ACH/e-check and credit/debit cards electronically?</li> </ol>	<p><b>BOARD:</b></p> <ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Yes</li> </ol> <p><b>CLERK:</b> The Clerk uses a third party (MyFloridaCounty.com) for all of their credit</p>

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			card processing. Your response to this RFP does not need to include any credit card services for the Clerk.
CHASE #35		Do you currently access or are you interested in subscribing to the Convenience fee model, whereby your customers are charged a fee for the service?	<b>BOARD:</b> Not at this time but possibly in the future.  <b>CLERK: N/A</b>
CHASE #36		1. Do you presently develop and host your own website?  2. If not, who are your third party vendors?	<b>BOARD:</b> Yes we host our own website. <b>CLERK:</b> Yes we host our own website.
CHASE #37		Which back office applications do you use by payment type?	<b>BOARD:</b> Advantage Financials.  <b>CLERK:</b> PeopleSoft FMS
CHASE #38		1. Do you currently accept daily electronic remittance files from vendors?  2. Can you accept a standard file format?	<b>BOARD:</b> No the Board does not.  <b>CLERK: N/A</b>
CHASE #39	3.23	Can you provide an account schematic of all your custody accounts for the "Clerk and Board" with respective account titles?	<b>BOARD:</b> There is only one safekeeping account for the Board, and it is entitled "Board of County Commissioners c/of Palm Beach County Florida. <b>CLERK:</b> No custody accounts.

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CHASE #40	3.23	<p>1. Please confirm if all custodial accounts (“City and Board”) are managed internally? Or do you maintain externally managed accounts where asset managers have been selected to manage specific custodial accounts?</p> <p>2. If external managers are involved, can you please provide a list of asset managers?</p>	<p><b>BOARD:</b> All investment accounts are managed internally.</p> <p><b>CLERK:</b> All Investment accounts are managed internally.</p>
CHASE #41	3.23	<p>Please provide a complete detailed list of assets (securities) for each custodial account with the appropriate market values as of July 31, 2011 or other reasonable date, in an excel spreadsheet that includes all securities held (holdings)? Please include, but not limited to, the following fields in EXCEL file / format per custody account including short term money market funds, if any:</p> <ul style="list-style-type: none"> <li>a) Account Name</li> <li>b) Account Number</li> <li>c) Security Description</li> <li>d) CUSIP Number</li> <li>e) Par Amount / Units</li> <li>f) Security Price</li> <li>g) Market value</li> <li>h) Asset Type</li> </ul>	<p><b>BOARD:</b> SEE ATTACHED FILE (CHASE41).</p> <p><b>CLERK:</b> N/A</p>
CHASE #42	3.23	<p>Can the “Clerk and Board” please confirm that no global securities are currently held in your accounts?</p>	<p><b>BOARD:</b> The Board holds \$10 million in State of Israel bonds.</p> <p><b>CLERK:</b> No global securities held.</p>
CHASE #43	3.23	<p>Can “Clerk and Board” please advise who your current custodian provider is?</p>	<p><b>BOARD:</b> Bank of NY through Wells Fargo.</p>

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			<b>CLERK:</b> No Custodian.
CHASE #44	3.23	<b>Can the Clerk and Board” provide the total contract sum paid to its current custodian for the year ending 2010 and year to date for 2011?</b>	<b>BOARD:</b> Our custodian has been waving fees since August, 2010. If we would have been charged, it would have been \$8,860 for the 8 month period from December, 2010 thru July, 2011, or an average of \$1,108 per month.  <b>CLERK:</b> No custodian.
CHASE #45	3.23	<ol style="list-style-type: none"> <li>1. Can “Clerk and Board” please advise what your daily average cash balance for custodial investments are?</li> <li>2. Can you also provide a list of the ‘cash investment vehicles’ currently used with the existing custodian provider — e.g. money market funds, Treasuries, etc., and distribution of tenors?</li> </ol>	<b>BOARD:</b> <ol style="list-style-type: none"> <li>1. \$1,590 billion for this fiscal year ending 9/30/11.</li> <li>2. Invesco AIM Govt. and Agency Institutional Account, and Wells Fargo overnight interest bearing account.</li> </ol> <b>CLERK:</b> <ol style="list-style-type: none"> <li>1. No custodial investments.</li> <li>2. Invesco AIM Govt. and Agency Institutional Account, and Wells Fargo overnight interest bearing account.</li> </ol>
CHASE #46	3.23	<b>Can “Clerk and Board “ provide a summary list of transaction volumes for the last 12 months and identify the transaction type ( buys, sells, cash, memo posting etc..), and any additional volumes (P&amp;I payments, wires, non-standard trades etc.)?</b>	<b>BOARD:</b> <b>SEE ATTACHED FILES (Chase46a, Chase46b...Chase46g).</b>  <b>CLERK: N/A</b>
CHASE #47	3.23	<ol style="list-style-type: none"> <li>1. Does the “Clerk and Board” currently maintain a separate custodial contract negotiated separately from cash management related services?</li> <li>2. If so, can you provide a copy of the existing custody contract?</li> </ol>	<b>BOARD:</b> Safekeeping contract is separate, however negotiated with our primary bank.  <b>CLERK:</b> No custodial contract.
CHASE #48	FORM B & C Account	<b>What information is currently being provided on “ARP paper report”?</b>	<b>BOARD:</b> ARP paper report contains the following reports: unpaid only (outstanding

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	Reconciliation		<p>items only on this report), paid only (paid items only on this report), consolidated (paid &amp; outstanding checks on same report), and special (off-cycle report request i.e. misc. credits) .</p> <p><b>CLERK: N/A</b></p>
CHASE #49	FORM B ACH	Please explain "file or item update".	<p><b>BOARD:</b> The addition or deletion of individual items from ACH origination files prior to the time the items are released to the ACH processor. ACH items originated by Bank that are returned and posted to the account of the originating company.</p> <p><b>CLERK: N/A</b></p>
CHASE #50	FORMS B & C Cash Services	Please provide method used to calculate cash deposits (per \$100, per \$1,000 or per bill).	<p><b>BOARD:</b> Cash processing charge is "per \$100.00" deposited.</p> <p><b>CLERK:</b> Cash processing charge is "per \$100.00" deposited.</p>
CHASE #51	FORM B EBOX	Please explain EBOX.	<p><b>BOARD:</b> Refer to PNC #4</p> <p><b>CLERK: N/A</b></p>
CHASE #52	FORMS B & C Integrated Payables	<p>1. In your earlier response you indicated that you used an integrated payables/disbursement product today. You only mentioned ACH payment types, are there other payment types in the file as well?</p> <p>2. If so could you provide the transaction types and an average monthly volume for each transaction type? How many files per month do you submit?</p>	<p><b>BOARD:</b></p> <ol style="list-style-type: none"> <li>1. EDI originated payments via FTP</li> <li>2. Payables disbursements including remittance information.</li> <li>3. File type submitted is EDI 820 X12</li> </ol> <p><b>CLERK:</b></p> <ol style="list-style-type: none"> <li>1. Payments originated via FTP from payables system</li> <li>2. Payables disbursements (optional remittance information)</li> <li>3. File type submitted is ACH CCD+</li> </ol>

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CHASE #53	FORMS B & C Integrated Payables	From the details you have provided on your current Integrated Payable file, it appears only ACH payments are included in your processing stream. Is there a desire to eventually add Check Print or Wire disbursement capabilities into the same integrated payables solution?	<p><b>BOARD:</b> Please include pricing for each of the aforementioned capabilities.</p> <p><b>CLERK:</b> Not at this time; however we may use this process in the future.</p>
CHASE #54	FORM B Intl Check Services	As it relates to "GCC FX Check returns", are these Canadian checks (page 33).	<p><b>BOARD:</b> 95% Canadian, 5% Various.</p> <p><b>CLERK: N/A</b></p>
CHASE #55	FORM B Remote Deposit Capture	What type of RDC scanners are currently being used at the County (page 33)?	<p><b>BOARD:</b> Current Scanner - Tellerscan 230-65</p> <p><b>CLERK: N/A</b></p>
CHASE #56	FORM B Returns	Please describe the service that is provided by the bank for "return special instruction complex" (page 33).	<p><b>BOARD:</b> Additional fee for non-standard processing. Examples include: Mailing to an address other than the statement address, faxing advices, placing a ceiling on the amount of re-deposited items, keying additional data such as maker name.</p> <p><b>CLERK:</b> Additional fee for non-standard processing. Some examples include mailing to an address other than the statement address, faxing advices, placing a ceiling on the amount of re-deposited items, keying additional data such as maker name.</p>
CHASE #57	FORM B Wachovia Connection	Please provide additional information on "WC Plus Proactive Notification" (page 34).	<p><b>BOARD:</b> Email "event" notifications setup by the customer via online banking system.</p> <p><b>CLERK:</b> Email "event" notifications setup by the customer via online banking system</p>
CHASE #58	FORM B	Please provide additional information on "Post Office	<p><b>BOARD:</b></p>

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	<b>Wholesale Lockbox</b>	<b>Returned Mail” (page34).</b>	<p>Items received back from Post Office (i.e. address changes, insufficient postage) (not related to correspondence).</p> <p><b>CLERK:</b>            Number of items received back from P.O. (ie. address changes, insufficient postage) (not related to correspondence)</p>
<b>CHASE #59</b>	<b>FORM C Data Exchange</b>	<b>Please confirm that the County is receiving inbound “Data Exchange” information to include both detail and summary data (page 36) Is this in BAI2 Format?</b>	<p><b>BOARD: N/A</b></p> <p><b>CLERK:</b> Yes. We download detailed data BAI2 format for the bank reconciliation process.</p>