

**CLERK & COMPTROLLER, PALM BEACH COUNTY**  
**Banking Services RFP Questions & Responses**  
**Sun Trust Banks**

Bank / Ref #	RFP Section	Proposer Inquiry	Clerk & Comptroller Responses
STB #1		<p><b>What is the frequency and size in dollars of your ACH disbursement credit files and collection debit files?</b></p>	<p><b>BOARD:</b> The Board does not currently utilize ACH for disbursements, although we are interested in exploring this.</p> <p><b>CLERK:</b> Frequency is weekly and bi-weekly, small and \$2,000 respectively.</p>
STB #2		<p><b>Please provide a description of the service provided on Form B under ACH Originated Items-Tel Debit?</b></p> <p><b>Also provide the file frequency and size in dollars for the related transactions?</b></p>	<p><b>BOARD:</b> Payment for Utility Service via phone. Approximately 7,500 per month.</p> <p><b>CLERK: N/A</b></p>
STB #3		<p><b>What is the anticipated average balance held in the Automatic Overnight Investment Program?</b></p>	<p><b>BOARD:</b> It is hard to say. In the past, we have kept liquid cash in our AIM Government and Agency money market account as it has out-yielded our bank account. However, our earnings credit is such that now we have moved half of liquid balances to a non-interest bearing account to benefit from the higher earnings credit rate. In general, we will be keeping cash where it is earning the greatest return...whether that is our inter-bearing account at the bank, a non-interest bearing (earning an earnings credit) or our outside money market account. Cash balances have averaged about &amp;190 million over the past twelve months, peaking during the months of Dec/Jan/Feb.</p> <p><b>CLERK: N/A</b></p>
STB #4		<p><b>On Form B&amp;C, Cash Services, MC-Cash Deposit Processing – Is this volume and unit cost based on a per \$100 or per \$1,000 basis?</b></p>	<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>

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STB #5		Can you please provide the details of the equipment used for encoding checks for your cash letter?	<b>BOARD:</b> These transactions are handled by the Branches.  <b>CLERK: N/A</b>
STB #6		On Form B&C-General Services-BR-Cash Deposit Fee – Is this volume and unit cost based on a per \$100 or per \$1,000 basis?	<b>BOARD:</b> Cash processing charge is “per \$100.00” deposited.  <b>CLERK:</b> Cash processing charge is “per \$100.00” deposited.
STB #7		The Wholesale Lockbox returned mail indicated a volume of 1,697. Was there a particular circumstance that caused that number to be that high?	<b>BOARD:</b> This is the normal monthly volume – nothing unusual.  <b>CLERK: N/A</b>
STB #8	Merchant Services eChecks	Are you currently processing them now?	<b>BOARD:</b> Yes, we use e-checks for AC&C and Consumer Affairs.  <b>CLERK: N/A</b> The Clerk uses a third party (MyFloridaCounty.com) for all of their credit card processing. Your response to this RFP does not need to include any credit card services for the Clerk.
STB #9	Merchant Services eChecks	How are you receiving them (website, face to face, mail, etc.)?	<b>BOARD:</b> Face to Face.  <b>CLERK: N/A</b>
STB #10	Merchant Services eChecks	How are you processing them?	<b>BOARD:</b> Through a Scanner via Elavon Merchant Services

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			CLERK: N/A
STB #11	Merchant Services eChecks	Are you using a verification or warranty product or just ACH?	<b>BOARD:</b> ACH or Wire only at this time.  <b>CLERK: N/A</b>
STB #12	Merchant Services eChecks	What services are you accepting eChecks for?	<b>BOARD:</b> Various services at Animal Care & Control and Consumer Affairs departments.  <b>CLERK: N/A</b>
STB #13	Merchant Services eChecks	How would you like to process checks in the future?	<b>BOARD:</b> The same manner in which we are now.  <b>CLERK: N/A</b>
STB #14	Merchant Services eChecks	Are all merchant accounts PCI compliant?	<b>BOARD:</b> Yes.  <b>CLERK: N/A</b>
STB #15	Merchant Services eChecks	Please submit recent 2 months of the actual merchant processing statements.	<b>BOARD:</b> Refer to PNC #14 & 15  <b>CLERK: N/A</b>
STB #16	P Card	Does the Clerk currently have a purchasing card program?	<b>BOARD:</b> The Board is in the process of establishing a purchasing card program for travel. We are also interested in expanding this Payables-wide.

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			<p><b>CLERK: N/A</b> The Clerk does not utilize a purchasing card program.</p>
STB #17	P Card	What is the Clerk's expected annual payables spend?	<p><b>BOARD:</b> The Board expended approximately \$1.3 billion between 7/1/10 and 6/30/11</p> <p><b>CLERK: N/A</b></p>
STB #18	P Card	What is the average transaction size?	<p><b>BOARD:</b> For the Board, please refer to uploaded spreadsheet with vendor listing. Average size may be calculated from this report, although please note that check count is used, and multiple smaller transactions may be consolidated in a given check.</p> <p><b>CLERK: N/A</b></p>
STB #19	P Card	Would the Clerk be willing to share your vendor file? We would like the opportunity to use our proprietary evaluation process to evaluate your vendor file.	<p><b>BOARD:</b> For the Board, the vendor file has been provided under PNC Bank request. Refer to our response there for discussion of parameters used in generating the file.</p> <p><b>CLERK: N/A</b></p>
STB #20	P Card	Can the Clerk provide a copy of the current provider's rebate schedule?	<p><b>BOARD:</b> For the Board, as we are in the process of moving forward, no rebate schedule applies as yet.</p> <p><b>CLERK: N/A</b></p>