

Banking Services RFP 033-LL10 Questions & Responses

General RFP Questions:

1. If proposer is only interested in responding to one or more of the services delineated in Section IV, Additional Financial Services (Purchasing Card, Pay Card, Merchant Services, Web-based Collections, Supplemental Early Retirement Plan, Automated Teller Machines) must they answer all questions in the RFP

Response: Section II. B. Structure and Instructions for Submission of Proposal provides the following instructions:

Proposer may choose to respond to all services being requested or only to certain service(s) and/or account(s) under Section III – Core Banking Services and/or Section IV, Additional Financial Services. For Section III Core Banking Services and for Section IV Additional Financial Services, if a service or specific requirement is not provided by the Proposer or the Proposer is choosing not to provide the service, then the response should be “Not Available”.

In all instances Proposers must respond to the General Vendor Requirements.

Clarification: To assist proposers, the District will accept only responses to the specific service applicable section and the General Vendor Requirements, i.e. proposer only responding to ATM Services, only need to respond to question for Section IV. C. plus must respond to the General Vendor Requirements, Section V.

To assist the reviewer(s) please denote the specific services and applicable sections for which the proposer is choosing to respond to within cover letter.

2. Will Miami Dade Schools look at a bid to provide part of the RFP requested service(s) such as Custody? If yes what services can be bid separate?

Response: Yes, see Response to Questions No. 1

3. Is it the School Board’s intention to consolidate their banking services with one institution?

Response: Banking services may be selected separately or consolidated depending on what is in the best interest of the District.

The District wishes to achieve secure, reliable, cost effective, and efficient processing of the District banking services with financial partners who demonstrate a commitment to technology enhancements, earnings potential, and availability of credit for their clients.

4. Can separate entities jointly bid for the requested services under RFP?

Response: Yes separate entities may jointly bid for any of the applicable sections of the RFP.

The District wishes to achieve secure, reliable, cost effective, and efficient processing of the District banking services with financial partners who demonstrate a commitment to technology enhancements, earnings potential, and availability of credit for their clients.

5. If proposer is only interested in responding to one or more of the services delineated in Section IV, Additional Financial Services (Purchasing Card, Pay Card, Merchant Services, Web-based Collections, Supplemental Early Retirement Plan, Automated Teller Machines) must the proposer be a State Qualified Public Depository.

Response: Proposer responding to any of the services delineated in Section IV, Additional Financial Services do not need to be an Approved State of Florida Qualified Public Depository. Only proposers who choose to respond to any of Section III, Core Banking Services must comply with the Minimum Requirements as delineated in Section III. A., which includes confirming they are an Approved State of Florida Qualified Public Depository.

6. On page 5 of the II. General Information you state that "Financial institutions will prepare a quarterly service charge billing for services rendered." Does this also apply to financial institutions that are only responding to Section IV, Additional Financial Services?

Response: Billing for Core Banking Services, Section III is to be provided quarterly and in a similar format to Attachment C, Price Data Form. All other services delineated under Section IV, Additional Financial Services is not required to be quarterly, nor in a similar format to Attachment C, Price Data Form.

7. Please identify the incumbent provider.

Response: Please review Attachment A, District Current Accounts & Services

8. Is a branch presence in Miami-Dade County required for the following categories in order for a response to be accepted?

Purchasing Card/E-Payables
Merchant Services – Point of Sale Terminals
Web-Based Collections
Supplemental Early Retirement Plan

Response: Branch presence is only required for proposers responding to Core Banking Services, Section III.

9. Will there be a need for branch banking services? If so, can you please let us know which services?

Response: See response to Question No. 8. There is need for branch banking as it relates to the payroll account and the school internal fund accounts currently.

Please note that schools can currently choose independently a District approved qualified depository for their internal fund bank account services. The District is seeking creative solution for centralized banking solutions under Section III.B.5. and proposers are also welcomed to also provide a checking account service package with little or no cost to the schools under Section V.I.3.

10. Section C. Core Banking Requirements, section 6. Other – d) Provide listing of all community reinvestment activities in the past 3 years – does this mean in Miami-Dade, FL or in the US?

Response: Listing should contain any reinvestment activities first in Miami-Dade and secondly in the State of Florida.

11. In order to provide our SAS 70- Bank of America would require the School Board to sign our non disclosure agreement. Does the SAS70 need to be in the final response or can we refer to our non disclosure agreement for release of this document? If the SAS70 is required in the response, we will need the non disclosure agreement signed prior to including the document.

Response: The SAS 70 does not have to be included in the final response, but the bank must agree to provide the report as requested by the District and its auditors if chosen as a provider.

12. Please explain if warrants would apply to this RFP and how they would be presented?

Response: Warrants do not apply to this RFP.

13. The District indicates that the successful proposer shall be responsible for providing the School Board with certificates of insurance which indicate that insurance coverage has been obtained and meets requirements 1-5 under II. G. Will the District accept self insurance for certain exposures?

Self insurance for certain exposures will be accepted subject to review of appropriate financial documents supporting self insurance funding and an acceptable indemnification agreement.

14. May we please have this document in Word?

Response: Please see enclosed attachment of the RFP document in Word format.

15. Will you be providing the Public Entity Crimes form for signature?

Response: There is no Public Entity Crimes form required. The RFP indicates that the District cannot do business with anyone who has been convicted of a crime. By signing the proposal, the vendor acknowledges that they are in compliance with the specifications.

16. Does the School Board have a banking services agreement they prefer to use?

Response: There is no specific agreement, however, the RFP and specifically the Terms of the Contract as delineated under Section II. D. shall control the agreement. Proposers are to provide copies of all applicable agreements as required under Section V. J. 1.

17. Requests for current providers' monthly statements/account analysis.

Due to security reasons, all requests for recent statements and account analysis from current providers will be submitted under separate cover to the individual requesting the information.

Cash Balances for Core Banking Services Questions:

18. Is the current contract paid by fees or compensating balances? If by compensating balances, what is the current Earnings Credit Rate applied to those balances?

Response: The current contracts for Core Banking Services provide the District the flexibility to choose between paying the fees and using compensating balances to cover some or all the banking fees. The highest compensating balance rate offered is 60 basis points.

19. Does the District require collateralization of FDIC insured balances? As of 12/31/2010, compensating balances are now fully-FDIC insured for a 2-year period

Response: As required by the State of Florida, all public funds balances must be collateralized with the State as a qualified public depository. Please check with the State of Florida's Treasury Department to see the collateralization requirements for non-interest bearing balances are fully FDIC insured for the next 2 years.

20. What is the largest total balance the District would maintain with the bank? If possible, please provide historical balances (by month/day) for a 12 month period and the volatility of these balances to determine seasonality or cyclical variations to the cash balances to the extent possible?

Response: Average balances range from \$20 to \$700 million through out the year with November being the lowest point and balances peaking in January due to property tax receipts. The level of balances invested with bank(s) will depend on proposed bank rates provided under Section III.C. 5.

21. Is the District the beneficial owner of all the funds on deposit? If not, do you or your record keeper track individual ownership?

Response: The District is the beneficial owner.

22. Does the School Board have a current portfolio?

Response: Yes, the District maintains a Pooled Cash investment portfolio in a separate custody account and invests funds according to the Deposit & Investment Policies found at the following address:
<http://ehandbooks.dadeschools.net/policies/155.pdf>

23. Does the School Board have cash they want invested?

Response: The District staff manages all Districts portfolio's and executes all investment trades and does not seek to have the bank manage investment of cash balances. Staff seeks investment opportunities from any financial institution providing the best yield according to current investment policies. Under Core Banking Services, Section III.C.5., the District request available Investment Options from Proposers as they relate to cash balances.

Under Supplemental Early Retirement Plan, Section IV.B.2., the District request Investment Management Services for this specific portfolio.

CHECK PROCESSING:

24. Number of full time employees that are receiving a paper check every two weeks? Number of part time employees that are receiving a paper check?

Response: Approximately 550 full time and part time employees are receiving paper checks.

25. Is Miami-Dade interested in check printing services in addition to controlled disbursement?

Although the District currently prints its checks, the proposers can recommend and provide check printing services for the District central operations and the schools. Such recommendations will be compared to current costs and analyzed for cost effectiveness.

26. In section E. Check Processing, Question 3 states: Does the positive pay and/or control pay systems interface with the teller system? Please reiterate the purpose of this question or clarity.

Response: This question is asking if the bank's positive/control pay is available at the branches to ensure that if an invalid check is presented to a teller it can be rejected on the spot.

ACH PROCESSING:

27. How many ACH files does the School Board submit to their current bank(s) per month (including debit and credit files)?

Response: Currently the District transmits to the bank a payroll direct deposit ACH file on a biweekly basis, and a vendor ACH file on a monthly basis. Please note that the District plans to increase the frequency of vendor ACH payments, with the goal of submitting an ACH file the bank on a weekly basis.

28. In Section F. Automated Clearing House (ACH), what are the district's current timelines regarding deletions and returns?

Response: The District may delete transactions up through 1:00 p.m. the Wednesday prior to the Friday pay date. Returns are received from the bank on Monday, Tuesday, and Wednesday following the Friday pay date.

29. In paragraph 1 of Section F, it states "a separate ACH file generated through the bank's ACH web-based system...". Is this a file The District will import into an online banking system?

Response: Paragraph 1 of section F refers to ACH payments generated by the District utilizing the bank's online web-based system. Treasury staff currently uses the bank's web-based ACH system to input several ACH payments per day for next day settlement. Banking information for such payments is retained in the bank's ACH system in the form of batches that are set up by the District using dual controls to provide the highest security possible.

Clarification: The District transmits a separate file to the South Florida Educational Federal Credit Union for employee's direct deposits credited to their credit union accounts. The funding of the total direct deposits for credit union accounts is processed by the Treasury staff utilizing the bank's online web-based system.

30. In paragraph 3 of Section F, "During holidays and other special times this schedule..." Does this mean the District would transmit the Direct Deposit file to the bank up to 45 days prior to the effective date of the file?

Response: During holidays or other special periods, the District will transmit the payroll direct deposit ACH file ahead of time to be stored by the bank until the payroll pay date. This holding period could be up to 45 days on special occasions.

31. Numeric entry 6 page 19: At what time does the District intend to transmit the payroll file on Tuesday. Since the requirement to warehouse is at least 36 hours, this means that the bank would need to receive the file early Tuesday morning.

Response: The payroll ACH file is normally transmitted to the bank on Tuesday morning. Please note that on special occasions the file transmission could be before Tuesday or Wednesday for a Friday pay date. Schedules may change in the future due to SAP Payroll implementation. Proposer must adhere to current schedules. The District also seeks for Proposer's to demonstrate flexibility in meeting the needs of the District.

32. Numeric entry 16, lettered entry C, page 21: Can the District clarify what they mean about "tools to decide"?

Response: This question is asking if the bank can provide online information regarding ACH returns and notification of change and/or the online capability to make corrections or request redeposit of the returned entry.

33. Numeric entry 17 page 21: Is the District referring to an Online Banking system?

Response: Yes, this question is referring the bank's online system with ACH payment capability.

34. Numeric entry 18 page 21: Can the district elaborate on what they are looking for here?

Response: This question is asking what services are provided by the bank for ACH security administration. Please describe procedures to establish/change ACH accounts including signature approval requirements and online system administration requirements.

35. Numeric entry 19 page 21: Is the District referring to an Online Banking system?

Response: Yes, this question is referring the bank's online system with ACH payment capability.

36. Numeric entry 21 page 21: Can the District please elaborate on the kind of "issues" to which they refer?

Response: Question 21 is asking the bank's capability and possible issues related to providing ACH addendum records showing payment information for recipients when the District makes ACH payments and the information available to the District when receiving ACH payments.

37. In Section F. Automated Clearing House (ACH) Please clarify what is being requested in question 21?

Response: See Response to Question No. 35.

DEPOSIT PROCESSING:

38. Please explain, how the School Board is currently preparing their vault deposits? Please highlight any special handling or details regarding your current process.

Response: The daily collections and deposit slip (original and one copy) are placed into the pre numbered regulation deposit bag, sealed, and taken to the front office. Brinks, armored car service, picks up the deposits as scheduled and takes them to the bank. All cafeteria collection deposits are made into the same bank account. The bank returns the validated deposit ticket to Food Service Accounting. A Brinks log is maintained at each school, which includes the date, bank name, deposit amount, bag #, and number of bags. When the money is picked up by Brinks at the front office, the Brinks employee will sign the Brinks log.

39. What is your volume of change orders? How many orders do you request? What is the average dollar amount? Please explain your current process for change orders.

Response: Not applicable, no change orders requested.

40. Who is the contracted armored carrier?

Response: Brinks is the current armored carrier for the District.

41. Please confirm your Armored Carrier collects from 350 different school locations daily?

Response: Approximately one third of the locations have daily service, the remaining have two day service (Tuesdays and Fridays). See "Exhibit A" for locations detail.

42. Who is the current Money Room provider (Bank or Armored Car Vendor) and where are they located?

Response: Wachovia Bank's Miami money center.

43. Please confirm each school location deposit consists of a mixture of checks, coin and cash collected daily? If so, is the Money Room handling the checks as well as the cash?

Response: Yes, each location's deposit consists of a mixture of checks, coin and cash. Deposits including cash and checks are picked up from each school by Brinks armored carrier and delivered directly to Wachovia's Money Center in Miami to be processed for deposit. Please note that we cannot comment on Wachovia's process for handling cash and checks at their Money Center.

44. There is no pricing that indicates separate bagged coin deposits. Is this the case because it is mixed with the cash and the vendor is processing the coin as part of the \$2,200,000 cash deposited monthly?

Response: Yes, the current price includes mixed cash and checks deposits, but proposers can provide separate cash and checks pricing in addition to mixed bag pricing.

45. From the pricing page (under Cash and Deposit Services) it states that monthly \$2,200,000 in cash is processed and there are 6,920 deposits credited. That is an average deposit ticket amount of \$319. Please confirm this estimate is correct.

Response: Confirmed, but please note that High Schools deposits may be much larger.

46. Please explain what a typical deposit for Food Services is made up of?

Response: A typical Food Service deposit consists of checks, coin and cash.

47. Is the \$10 million in coin included in the \$27.5 million collected?

Response: Yes.

48. Is the \$10 million in coin deposited in fed ready bags, or mixed subject-to-count bags?

Response: The deposit bags are mixed and include cash/coins and checks

49. Are there any approximate coin deposit volumes per month?

Response: Volumes of coin deposits are not available.

50. Do the schools require change orders? If so please provide denominations and value required and the frequency of the change orders.

Response: No change orders are required

51. Are funds deposited into the Food Services Account transferred into the Pooled Cash Master Account by Wire on a recurring basis? If so, how often?

Response: Funds are transferred daily from the Food Service account to the Master Account via ZBA.

52. Please clarify the statement "Total items deposited and deposit credited of approximately 132,000 and 63,000 respectively are processed annually along with approximately \$10million worth of coins." Does this mean that the School board makes 63,000 deposits annually with 132,000 checks and notes?

Response: The District makes approximately 63,000 food service related deposits, which include approximately 132,000 checks annually.

53. Please provide a list of the addresses where for the collection of deposits from the Miami Dade school system. What is the frequency and value of deposits?

Response: Approximately one third of the locations have daily service, the remaining have two day service (Tuesdays and Fridays). See "Exhibit A" for locations detail.

54. What percent of the deposit is cash vs. check?

Response: Approximately 75% of deposits are in cash and 25% checks.

55. Would the school board consider overnight mail deposits?

Miami-Dade refers to "concurrency collections" on page 14. What does this phrase mean in the context of your business operations?

Concurrency collections are similar to impact fees for new development throughout the county

56. Section 2. Remote Deposit Processing: Does the school board require the capture of coupon information or additional data when using remote deposit capture?

Response: Yes, an interface file will be required to provide this information.

57. Does the school board accept money orders for remote deposit capture?

Response: Yes.

58. Please provide detail breakdown of monthly cash deposited volume by denomination: Singles-Fives-Tens-Twenties-Fifties-Hundreds-

Response: This information is not available at this time.

59. How is the currency deposited? In full straps (100 bills of the same denomination, mixed, etc?)

Response: Deposits are made in full straps same denomination; if not a complete strap dollar amount will be written on the strap

60. Is coin deposited in mix bags or full bags?

Response: Mixed bags

61. What is the number of bags per location?

Response: One bag per location

CUSTODIAL SERVICES:

62. Who provides the custody/safekeeping services currently?

Response: SunTrust Bank provides investments custodial/safekeeping service for Core Banking Services, see Attachment A., Districts Accounts & Services breakdown. Bank of New York Mellon provides custodial services for the Supplemental Early Retirement Plan, see Section IV.B.1.

63. What is the size of the portfolio & market value?

Response: The market value of the portfolio can range from approximately \$30 to \$900 million depending on the period of the year and overall revenue projections for Core Banking Services.

64. How many securities are in the portfolio & how many securities transactions occur each month?

Response: For Core Banking Services in the past few years the numbers of securities have ranged from approximately 10 to 25 depending on the period of the year. Depending on economic conditions, the District could increase the number of transactions occurring on a monthly basis.

65. What types of securities are held in the account, i.e. Fixed Income, Equities, C/D's?

Response: Under Section III, Core Banking Services the account is used for fixed income securities. Assets held can include callable and non-callable agencies, agencies discount notes, commercial paper, and banker's acceptance.

Clarification: Under Section IV.B.1, Supplemental Early Retirement Plan custodial services will also include equities. However, the District has historically invested in equities through mutual funds.

66. How many accounts are required?

Response: Two, see response to Question No. 64. One account is required under Core Banking Services and one account is required for the Supplemental Early Retirement Plan. However, there may be a need to add additional accounts if a specific future financing or joint capital funding arrangement would deem it necessary.

67. Is there one custody account for Pooled Cash, GO Bond Portfolio and Money Market Portfolio or three accounts – one for each of the entities?

Response: There is only one custody account for all three portfolios required under Core Banking Services.

68. Is there an investment advisor?

Response: Under Section III, Core Banking Services the District employs an investment advisor to provide overall guidance and risk management support, however, Treasury staff executes all fixed income trades under the one main custodial account.

Clarification: Under Section IV.B.1, Supplemental Early Retirement Plan the district is seeking investment management services.

69. Is there more than one investment advisor? If so, how many?

Response: See response to Question No. 66.

70. Is a separate account required to be maintained per investment advisor?

Response: No.

71. Does the investment advisor rebalance the account periodically? If so, on what cycle?

Response: No, but the Treasury staff has for the Supplemental Early Retirement Plan, at least annually.

72. Who will provide investment confirmations?

Response: Treasury staff will submit approved investment confirmations, along with Investment Advisor chosen for the Supplemental Early Retirement Plan.

73. Are any special reporting requirements needed for this custody account?

Response: For Core Banking Services monthly statement reflecting each investment cost and corresponding market value beginning and ending balances, along with all transactions posted to the account throughout the month. An annual report of the same information is also requested. Reporting by segregated portfolios within main custodial account would be considered a plus.

Clarification: For Supplemental Early Retirement Plan reporting needs are delineated under Section IV.B.2.e.

74. Is there any Securities Lending on any of the securities held in the custody account?

Response: No.

75. What are the current fees?

Response: There are no fees, since the District does not participate in securities lending.

76. Please provide current fee structure.

Response: There is a \$30 fee per regular investment transaction.

77. Does the account actually need to be a separate account?

Response: Yes, the custodial account needs to be a separate account. Please indicate the organizational structure for the custodial account, i.e. is the account a separate account under the Bank's Trust Division?

78. Do they need the securities to be held in the name of the District?

Response: Yes, all securities must be held in the name of the District.

79. Please provide a listing of the current holdings; if all securities are to be held at the Fed, can we assume that all are book entry.

Response: A list of holdings will be provided directly to the proposer. Securities will be held in the name of the District in book entry form.

80. Regarding Custodial Account Requirements: How often do you review the amount of collateral needed? Will you require any type of collateral reporting?

Response: Currently the Core Banking Services Custodial account does not have any collateral requirements.

In case there are collateral postings required in the future, please indicate if pricing would be impacting for custodial services.

81. Is there a money manager for these assets or does the District direct trading?

Response: The District trades directly.

82. Does the current custodian provide performance analytics?

Response: For Core Banking Services the current custodian provides minimal performance analytics, including securities market value.

Clarification: Performance analytics is currently included for the Supplemental Early Retirement Plan

School Internal Funds Accounts:

83. Please provide approximate average monthly balances for the combined internal fund accounts.

Response: The average checking account balance is \$9,468,216 for all schools combined.

84. What are the average balances maintained in the 381 internal school fund accounts?

Response: The average checking account balance in each school is approximately \$24,851

85. For Schools Internal Funds (section 5 on pg 10) – please describe the current account structure and desired end state structure?

Response: Currently each school maintains a separate checking account at a local bank. The desire structure would be a centralized banking solution that can provide pooling of funds while allowing the schools control over disbursements and deposits, see Section III.B.5.

86. For the Schools Internal Funds, Does Miami-Dade require that integrity of the funds be maintained by school district or is comingling acceptable?

Response: Pooling or comingling of funds for investment purposes is the goal, with centralized reconciliation functions, but where each school is able to track their transactions and balances via a sub account assigned to each school via the bank or via and In-House Bank functionality implemented under SAP.

87. Please clarify the meaning of the statement “total items deposited of over 250,000 and deposits credited of approximately 25,000 annually. ” on page 11.

Response: Approximately 25,000 deposits are made by the schools annually, including over 250,000 checks credited.

88. Describe what is the purpose of these internal funds accounts?

Response: To allow schools to deposit fund raising and other receipts collected at the school sites and disburse any associated payments needed related to these receipts.

89. Are these deposits only checks or is there also some cash?

Response: The school deposit both checks and cash

90. What is being paid to the schools and who is initiating these payments?

Response: Payments can be for student's activities, athletic events, donations and grants. Parents, sponsors and teachers initiate these payments

91. Are the checks issued by the schools mail to the payee or picked up at the school's offices?

Response: Some checks are issued via mail to the payee and others are picked up at the school treasurer's office.

92. Could the schools pay with a credit card?

Response: Not currently, but the schools could if credit card monthly statements can be sent directly to each school with the provision that each school is responsible for their account and would independently of the District pay the monthly statement directly to the purchasing card provider.

93. What are the schools paying?

Response: Vendors' invoices, student activities, school's events, and District's cash transfers.

PURCHASING-CARD:

94. In order to evaluate your payables, can we request a file to analyze your potential benefits from our program? We have attached the file format that we would need your payables in to thoroughly present our solution.

Response: Due to limited District's resources, please note that any special data file will only be provided to the selected provider. Please see the below annual Accounts Payable volumes for calendar year 2010:

Total Payments: \$560,452,453.95

Number of checks: 26,917

Number of invoices: 238,309

Number of Vendors: 4,174

95. Section A.1.G - Does the school board intend to use both corporate and individual liability/bill cards within the program? Is the school board open to utilizing a corporate liability/corporate bill program from all cards (statements may still be provided to the individual cardholder)?

Response: The Purchasing Card Program is strictly a Corporate Liability card, but in addition to a summarized corporate statement, each card holder must receive an individual statement on a monthly basis.

96. Section A.1.R - What are the preferred payment terms from statement date?

Response: Preferred payment terms for Purchase Card is 45 days and the Ghost corporate card for airline tickets only is 60 days.

97. What are your current payment terms?

Response: Current payment term for the purchasing credit card is 30 days. The District is currently utilizing a separate corporate Ghost Travel Card for payment of airline tickets only with a 60 days payment term.

98. Can the District provide a copy of the current provider's rebate schedule?

Response: Current rebate is 1% of monthly purchases.

99. Can the District provide a copy of the current provider's fee schedules?

Response: There are no fees associated with the Purchasing Credit Card program.

100. Please provide a card monthly card spend report for the last 12 months.

<u>Response:</u> Jan 2010	\$ 722,589.08
Feb 2010	\$ 1,210,049.20
Mar 2010	\$ 2,267,166.83
Apr 2010	\$ 1,004,798.55
May 2010	\$ 1,115,545.48
Jun 2010	\$ 1,109,299.15
Jul 2010	\$ 808,327.68
Aug 2010	\$ 781,981.84
Sep 2010	\$ 970,837.68
Oct 2010	\$ 2,055,925.01
Nov 2010	\$ 1,061,493.22
Dec 2010	\$ 1,132,940.99
Total:	\$14,240,924.72

101. With regards to financial incentive, does it matter if it comes in the form of a signing bonus, rebate or combination of the two?

Response: Current program is a rebate only, but feel free to provide rates for signing bonus, rebate and a combination of the two.

102. What is the largest single transaction that is expected?

Response: Regular transaction limit is \$3,000, which was recently increased from \$1,000 in November. Please note that larger transactions can be authorized for specific purposes.

103. Would the District be willing to share your vendor file? We would like the opportunity to use our proprietary evaluation process to evaluate your vendor file.

Response: The District would be willing to share its vendor file if time permits and resources are available to generate the file, but please clarify if 'vendor file' is for the vendors that the District issues checks to, or for the vendors used with the Purchasing Card?

104. How was the estimated figure of 35,000 transactions and \$15 million of annual volume determined? Does the \$15 million of annual volume include expected payables spend?

Response: Annual volume determined on historical expenditures and transactions processed and does not include expected payables spend. Please note that this volume will be higher in 2011 due to a recent transaction limit increase from \$1,000 to \$3,000 in November of 2010.

PAYROLL PAY CARD:

105. Regarding your paycard, please let us know the average value amount that is placed on a payroll card?

Response: Because the pay card transactions are treated as regular accounts in the direct deposit file, these accounts are comingled with the rest of the payments and an average amount is not available.

106. It's not clear what interface the District will require in order to support the payroll card program, please provide details.

Response: Currently no interface is required. Due to small volume, information related to new employees joining the program is submitted individually via current pay card provider's own web application. Proposers should advise if an electronic interface is required to set up new employees.

107. Will the District be servicing and setting up their employees independently from the bank.

Response: The District currently sets up the employees through the provider's web based application and manually inputs the new bank account information into our payroll system.

108. Do they currently have a process integrated with their current payroll card provider to initiate a check as part of their payroll set up?

Response: As part of the startup package, the employee receives several blank checks from the provider that can be used to draw the funds at the provider's bank and selected check cashing locations.

109. Is their current payroll card plastic branded by the District?

Response: No, the payroll card is not branded with the District's name.

110. Do they currently receive any reporting on their existing payroll card?

Response: The current pay card provider allows cardholders to access transactional data via bilingual IVR 24 hours a day. Also allows cardholders to track payments with monthly statements and internet online banking access. Please note that the District also provides all employees including pay cardholders with an electronic payroll statement.

111. How do they handle terminated employee cards, do they allow portability or is the card closed and the District or bank issue a check?

Response: Terminated employees are responsible for closing their accounts with the pay card provider, which allows portability. Since the pay cards are owned as individual accounts by the employees, they can maintain the accounts open for future use.

112. Define "Protection" in Section 2. Pay Card e. (Regulatory or non-regulatory)

Response: "Protection" refers to the provider's responsibility to ensure security and controls are provided via PIN/signature to access cash.

113. For the 300-600 checks being issued every two weeks for new hires, corrections, and bank account changes, what is the average dollar amount of the checks? If an average is not available, would you please provide a range of the dollar amount?

Response: The average dollar amount of checks issued is approximately \$1,100.

114. For the 300 current payroll cardholders, would you please provide the average net payment amount for this employee segment?

Response: Due to additional programming costs the District cannot calculate that amount since the payments to these employees are not reported on separately, but are part of the regular ACH direct deposit payment process.

115. What is the average annual turnover rate for Miami Dade School employees?

Response: The turnover at this time is minimal and has not impacted the participation in the pay card program, since the majority of approximately over 300 employees participating in the past two years have not changed. Because the current pay card accounts provide portability and are owned by each employee as their personal account, there is no guarantee that the employees participating in the current pay card program will change to a new pay card provider.

116. How are pay advices/stubs provided to the 44,000+ employees? Are they all being delivered electronically to employees, or are all (or a portion/percentage) being provided via a paper advice/stub? If only a portion, how many employees (or % of employees) are receiving a paper advice/stub?

Response: All advices are electronically available to each individual employee through the District's employee portal. Employees must sign into the system with personal credentials to access the electronic advice.

MERCHANT SERVICES/WEB COLLECTIONS:

117. How many merchant IDs are currently set up? Please indicate the locations associated with each ID.

Response: There are currently 9 merchant IDs at the following separate school locations:

Lindsey Hopkins Education Center

George T. Baker Aviation

The English Center

Miami Lakes Educational Center

Robert Morgan Vocational Center

American Adult Educational Center

Coral Gables Adult Educational Center

Barbara Goleman Adult Educational Center

Miami Coral Park Adult Educational Center

118. The following question is related to Section 3. Merchant Services – Point of Sale Terminals: Please confirm the card types that the client is requesting be available through POS devices and the web-based solution.

Response: Primarily the District will be accepting Master Card, Visa, and Debit Cards. The proposers should include the fees associated with American Express and Discover, which are currently accepted but will be under consideration in the future according to interchange and other related costs.

119. What percentage of cards are face to face swiped transactions and what percentage are mail, phone or internet?

Response: Currently, approximately 30 percent of credit card payments are made thru face to face swiped transactions with remaining 70 percent made via the internet.

120. What time is settlement initiated?

Response: Current settlement is at 1 PM.

121. When does the district expect to begin accepting credit cards via web at all locations?

Response: A projected time scheduled is not known at this time.

122. What is the name of the districts electronic payment receipt systems?

Response: The District currently uses the Bank of America gateway system to collect credit card payments for concurrency fees. It also utilizes the PAMS web collection system provided by the food service Prepaid Card Services (PCS) -FASTPRAK computerized point of sale system.

123. Does the district currently use an online web reporting tool to reconcile?

Response: No

124. Is the district PCI compliant?

Response: Yes.

125. What are the anticipated credit card volumes for all schools collections?

Response: Total approximate amount of the schools annual revenue is \$80,500,000. We are unable to estimate from this total how much would be collected via credit card payments.

126. Will the district be accepting checks online or in person?

Response: The District currently accepts checks in person and most likely will accept online, but a decision has not been made yet.

127. Do credit card volumes vary throughout the year (i.e. seasonal)? If so, which months are on the high side for Visa/MC? IV-A-3, Merchant Services

128. What gateway is the District currently utilizing for their internet based payments?

Response: The District currently uses the Bank of America gateway system to collect credit card payments for concurrency fees. It also utilizes the PAMS web collection system provided by the food service Prepaid Card Services (PCS) -FASTPRAK computerized point of sale system.

129. Do they have a simplified pricing plan today?

Response: Although the merchant statement includes all the different charges tracked by the provider, the District only pays the interchange percentage, a flat amount per transaction and equipment maintenance fees. Please note that the Bank of America gateway collection system was established as a pilot program thru the State of Florida contract and it includes additional charges.

130. Does the District have internet capability for credit card terminals at each school location?

Response: Yes.

131. Are current credit card terminals owned, rented or leased?

Response: Current credit card terminals are owned by the District.

132. Do accept any other cards besides Visa, MasterCard and American Express?

Response: Discover is accepted at some schools. Please note that debit cards are also accepted.

133. Who is the current credit card processor? Is a processing statement available for review?

Response: SunTrust Bank handles the regular credit card terminal merchant services.

134. Who hosts your online website? What payment gateway are you using? Is the site PCI compliant?

Response: The District currently uses the Bank of America gateway system to collect credit card payments for concurrency fees. It also utilizes the PAMS web collection system provided by the food service Prepaid Card Services (PCS) -FASTPRAK computerized point of sale system.

135. What middleware is utilized to process credit card payments? Is the site PCI compliant?

Response: Both web based collection systems referenced in the prior question are hosted by the respective providers, which are PCI compliant.

136. Is any cardholder data stored for any reason? If so, where is the data stored?

Response: No cardholder information is stored by the District.

137. Is a convenience or additional fee of any type assessed to the credit card payments made via the online payment website?

Response: Yes, the food service web based credit card payment system is supported by a convenience fee charged by the provider to the cardholders.

138. How are the credit card processing fee currently paid for; direct bill, ACH debit, account analysis, etc?

Response: Merchant services are direct billed on a monthly basis by the provider.

139. How many merchant IDs are currently set up? Please indicate the locations associated with each ID.

Response: There are currently 9 merchant IDs at the following locations:

Lindsey Hopkins Education Center

George T. Baker Aviation

The English Center

Miami Lakes Educational Center

Robert Morgan Vocational Center

American Adult Educational Center

Coral Gables Adult Educational Center

Barbara Goleman Adult Educational Center

Miami Coral Park Adult Educational Center

140. The following question is related to Section 3. Merchant Services – Point of Sale Terminals: Please confirm the card types that the client is requesting be available through POS devices and the web-based solution.

141. Response: Primarily the District will be accepting Master Card, Visa, and Debit Cards. The proposers should include the fees associated with American Express and Discover, which are currently accepted but will be under consideration in the future according to interchange and other related costs.

142. Is the “export file of approved transactions” provided by the website vendor or the credit card processor?

Response: The export file of accounts to be paid is exported by the District directly to the provider.

143. What is the total dollar amount of credit card transactions accepted last year?

Response: The point of sale onsite terminals credit card transactions totaled approximately \$1.3 million, while the web based collection systems exceeded \$2.9 million.

144. What is the average transaction amount of credit card payments?

Response: The average transaction is approximately \$74.

145. Are there any future plans to expand credit card acceptance throughout the district?

Response: The anticipated growth in credit card collections volume is tied to the future implementation of a new Internal Fund Accounting System and Centralized Banking solution for the schools. The goal is to automate the collection of over \$80 million in schools revenue in which a significant portion would be collected via credit cards from parents paying miscellaneous fees currently collected via cash or checks.

146. What meal POS system are you currently using?

Response: The District uses a cash register system at the schools called the Prepaid Card Services (PCS) - FASTPRAK computerized point of sale system to process food service collections.

147. Which specific transactions would you like to charge a convenience a fee?

Response: At this time the only convenience fee is charged by the provider for food service collections and as part of this RFP the District will be evaluation the cost effectiveness of such a fee and the possibility of eliminating or continuing this practice.

148. "Credit card payments must be posted to directly to each schools account" Does this mean each school building?

Response: This statement pertains to either point of sale terminals or web collections, which must be credited to the individual school account from where the sale is made. In other words, each school would have a separate merchant account and corresponding DDA account to receive the credit card funds.

149. "Concurrency fees" are these for new development?

Response: Yes, these are similar to impact fees for new development throughout the county.

150. Please provide a link to your payments website.

Response: <https://www.velocitypayment.com/vbills/lookup/bankofamerica/schoolmiamidade>

151. Please provide the name and version of software used in association with each POS terminal.

Response: Below are the credit card terminals supported by SunTrust and used at our point of sale sites. Please note that that the District does not have access to the software for the Bank of America third party web-based collection and the PAMS food service payment collection system. See response to question 134 for additional information on these systems:

- Tranz 330

- Tranz 380
- Pinpad 1000
- Printer 900
- Omni 3200
- Link Point LPA10
- First Data FD100

152. What gateway is currently in use for processing of your web-based collections?

Response: The District currently uses the Bank of America gateway system to collect credit card payments for concurrency fees. It also utilizes the PAMS web collection system provided by the food service Prepaid Card Services (PCS) -FASTPRAK computerized point of sale system.

153. Please provide the name and version of software used in association with web-based collections.

Response: No additional software is used by the District for web-based collections.

154. Please confirm the anticipated growth in volume due to expansion of the web-based payment by the District. What types of payments could be included in a web-based solution.

Response: The anticipated growth in credit card collections volume is tied to the future implementation of a new Internal Fund Accounting System and Centralized Banking solution for the schools. The goal is to automate the collection of over \$80 million in schools revenue in which a significant portion would be collected via credit cards from parents paying miscellaneous fees currently collected via cash or checks.

155. Would the district be interested in accepting web payments via ACH?

Response: Yes, please provide recommendations on ACH collections and associated costs.

156. Does the District require separately branded 3rd party solutions for each District school, or a single District web solution?

Response: The District is seeking a single web based credit card provider that can offer the flexibility to interface with the District's future Internal Fund Accounting system, which will be used by each school.

157. Please confirm the types of transactions for which convenience fees will be charged. Will the District charge convenience fees for all transactions?

Response: At this time the only convenience fee is charged by the provider for food service collections and as part of this RFP the District will be evaluation the cost effectiveness of such a fee and the possibility of eliminating or continuing and expanding this practice.

158. Please confirm if the District or Vendor is expected to assume the convenience fee and merchant processing costs for each transaction.

Response: At this time a decision has not been made regarding how to treat the costs associated with this program or if a convenience fee will be charged. Please note that the District will evaluate the web collections portion of the RFP with significant weight on costs being passed on to the schools, and make a decision on how to treat associated costs including convenience fees depending on the results of the RFP responses.

159. Will District users be expected to maintain a user profile to process transactions, or will transactions be made on a one-time basis? Will both methods be required?

Response: Both methods will be required.

160. Will District users be validated by the system prior to submitting payments? If so, how would this be accomplished?

Response: This depends on the future Internal Fund Accounting system to be purchased specifically to handle web based credit card collections. At this time proposers can recommend interim solutions and requirements to interface with the future District system.

161. Will there be any purchases made through the web-based collection application that are not related to cafeteria charges?

Response: Yes, and these credit card payments would require files exchanges to interface with the District's food service Prepaid Card Services (PCS) -FASTPRAK computerized point of sale system.

162. Will electronic billing be done through the web-based application collection application?

Response: Yes, proposers should provide electronic billing information and related costs.

163. Who is the District's third party web-based provider?

Response: The District currently uses Bank of America's web-based credit card system to collect payments for concurrency fees. It also utilizes the PAMS web collection system provided by the food service Prepaid Card Services (PCS) -FASTPRAK computerized point of sale system.

164. What gateway is currently being used?

Response: The District currently uses the Bank of America gateway system to collect credit card payments for concurrency fees. It also utilizes the PAMS web collection system provided by the food service Prepaid Card Services (PCS) -FASTPRAK computerized point of sale system.

165. What other gateways could the District use if it was necessary to change?

Response: There is no current commitment by the District to a specific gateway, which should be part of the RFP recommendations by the proposers.

166. Who is the merchant processor for these accounts?

Response: The current web based credit card collections processors are Bank of America for concurrency fees, and PAMS Lunchroom for the schools cafeteria's pre paid meals.

PRICING:

167. Line item says "NSF/UCF Item Handling"-Please describe special handling performed? Phone call, fax of return item, etc.

Response: Currently, NSF and returned items are notified electronically thru bank's online system, and via hard copy mailed notifications. Proposers can provide additional related services if pricing is different.

168. Line item says "Research"-Please describe types of research to price? Is this check copies, hours, etc?

Response: This item is available in the Price Form for proposers that charge a fee for research. Proposers including a research fee must explain the type of research involved and how the charge will be calculated.

169. Line item says "Special Statement"-Is this a duplicate DDA statement mailed, monthly, daily? Or are these online DDA statements?

Response: This item covers additional fees for multiple statements. Proposers can also use this line to provide cost for special or custom statements required by the District in the future.

170. Do you have estimated volumes for section 1 of the Price Data form?

Response: Below are the current monthly volumes, which will change depending on the future configuration of the accounts:

Account Maintenance:	22
Information System	2
Dial Up Service	1
NSF/UCF	70
Special/Multiple Statements	3
Sweep Account	2
ZBA Master	3
ZBA Subsidiary	5
Trust Custodial Account	1

171. Is Attachment C to be included in Pricing Section V.I.? If not where should it be included?

Response: Yes Attachment C should be included under Section V.I.1.

Supplemental Early Retirement Plan:

172. Please provide current fee structure.

Response: See Below:

Annual Administration Fee:	.75 BP on market value of the first \$50 million
Investment Transaction Fee:	Mutual Fund Securities 17/Settlement
	Book Entry Securities 25/Settlement
	Physical Securities 35/Settlement
Transaction Fee:	Checks (Outgoing) 25/Check
	Wires (Outgoing) 25/Wire
Sweep Fee:	15 BP on average mo. balance in Money Market
Out of Pocket Expenses:	At Costs
Distribution & Reporting Fees:	Periodic/Recurring Payments 1.50/Check
	Lump Sum Payments 15.00/Check
	Stop Payment 12.00/Check
	Distribution Rptg/1099 1.50/Form
Performance Analytics	4,000

173. Please clarify actual monthly volume of pension checks for past 12 months. How many expect to receive payouts in next 12 months?

Response: The monthly volume has been stable for the last 12 months and it stands currently at 628 beneficiaries. Please note that the plan has been closed to new participants and the number of payouts will continue to decrease with time.

174. How are distributions for existing participants in payment status currently reported?

Response: Distributions are reported by email, mail, and web site.

175. How many investment managers currently manage the \$24 million in assets?

Response: District staff currently manage portfolio

176. How many securities will be held in custody and what type of assets will be held?

Response: Up to 20 securities have been held in custody within a month time period over the past year, including money market mutual fund, commercial paper, agencies, and equity mutual fund positions.

177. Of the 628 beneficiaries, how many receive checks and how many receive ACH payments?

Response: Of this total, 549 are paid by check, and 79 are paid via ACH.

178. Do the ACH recipients also receive an advice of payment?

Response: Yes.

Automated Teller Machine (ATM):

179. How many ATMs are being requested? Is it three as in the current service arrangement?

Response: It is not known at the present time how many locations are being requested. The number will depend on revenue sharing proposals, along with risk management assessments of placing ATMs on school campuses.

180. What are the addresses of these ATM locations and where in the respective buildings are they located?

Response: See response to Question Numbers 178 and 181.

181. What type of ATMs are in place (cash dispenser only vs. deposit-accepting)?

Response: Cash dispenser only ATMs.

182. What are the monthly transaction volumes per ATM & who owns the ATM?

Response: The South Florida Educational Federal Credit Union (CU) has two ATM located in the respective lobby's for in the District two administration buildings. Over the twelve months ending October 31, 2010, the average monthly transaction volumes were:

1450 NE 2nd Ave.

CU members	713
Non-CU members	124

1501 NE 2nd Ave.

CU members 876

Non-CU members 202

SunTrust (ST) owns the 3rd ATM also located at 1450 NE 2nd Ave. with average monthly volumes totaling 96 for non-ST customers and 50 for on-us (ST) customers.

183. What is the current surcharge assessed at the ATMs?

Response: The Credit Union charges non-CU members a fee of \$1.00. SunTrust also charges non-customer a fee of 2.50

184. Does the Board currently absorb any ATM expenses?

Response: It does not

185. Do these ATM's currently surcharge all users? If Yes, what is the surcharge amount? If no, what group of ATM users is not assessed a surcharge for using the ATM?

Response: See Response to Question No. 182.

186. Are the current ATMs free standing lobby models or are they through the wall?

Response: Free Standing lobby models.

187. Will electricity be provided by Miami-Dade?

Response: Yes

188. Do the current ATMs meet ADA requirements?

Response: Yes

189. What revenue share is in existence today?

Response: There is no revenue sharing arrangement at the present time.

190. Are the ATMs being requested required to accept deposits, or are cash dispenser ATMS acceptable?

Response: Cash dispenser ATMS are acceptable.

191. Are the ATM placements within each facility already identified, or will Proposer have the right to select the sites?

Response: See response to Question No. 178.

192. Will Proposer be allowed to use external signage to direct clients to the ATM?

Response: See response to Question No. The evaluation of revenue sharing proposals along with risk management assessment will determine if requests such as signage will be allowed. Include these requests on response to Section IV. C.

193. Will Proposer have exclusivity in the placements?

Response: The evaluation of revenue sharing proposals along with risk management assessment will determine if requests such as exclusivity will be allowed. Include these requests on response to Section IV. C.

194. If additional ATMs are requested in the future, will Proposer have the 'right of first refusal' or will additional RFPs be issued?

Response: The evaluation of revenue sharing proposals along with risk management assessment will determine if requests such as exclusivity will be allowed. Include these requests on response to Section IV. C.

195. How long after the contract is awarded will Proposer have to install the ATMs?

Response: The evaluation of revenue sharing proposals along with risk management assessment will determine timing for implementation; however, it will not be less than 60 days after contract is awarded. Include any time constraints on response to Section IV. C.

196. There is no blank item for ATM Services in Attachments C.

The pricing Attachment C does not have a line item for ATM services because there are no charges to the District for current services. Please do not include in Attachment "C" any ATM pricing information, which should be part of the Automated Teller Machine Section C response.