



**SCHEDULE FOR 3-YEAR BASE TERM**

CAUTION: A false statement in any offer submitted to HART may be a criminal OFFENSE.

NOTE: For Invitations for Bids the terms "Offer" and "Offeror" shall mean "Bid" and "Bidder", respectively; and for Request for Proposals the terms "Bid" and "Bidder" shall mean "Offer" and "Offeror", respectively, in this solicitation and any associated exhibits.

**THE OFFEROR MUST SIGN AND DATE THIS SCHEDULE WHERE PROVIDED AND SUBMIT ALL PAGES WITH THE OFFER.**

**The line item unit price(s) must include all costs that the offeror intends to recover, such as, but not limited to: supervision, labor, equipment, materials, financing, carrying charges, and all other such charges to accommodate the supplies/services and delivery requirements, all overhead and fee or profit.**

Line Item	Type of Service	Estimated Annual Volume	Unit of Measure	Unit Price	Extended Price
<b>Depository Services:</b>					
1	Account Maintenance	36	Each	\$ -	\$ -
2	Banking Center Deposit	24	Each	\$ -	\$ -
3	Vault Deposit	615	Each	\$ -	\$ -
4	General Check Paid Truncated	9,960	Each	\$ -	\$ -
5	Online Demand Deposit Account Statement Per Account	36	Each	\$ -	\$ -
6	Zero Balance Account Master Account Maintenance	12	Each	\$ -	\$ -
7	Zero Balance Account Subsidiary Account Maintenance	24	Each	\$ -	\$ -
8	Returns-Chargeback	3	Each	\$ -	\$ -
9	Checks Deposited	7,008	Each	\$ -	\$ -
10	Debits Posted Electronic	304	Each	\$ -	\$ -
11	Credits Posted Electronic	2324	Each	\$ -	\$ -
<b>Commercial Deposits-Cash Vault:</b>					
12	Currency/Coin Deposit/\$100-Vault	84,228	Each	\$ -	\$ -
13	Coin Deposit-Non Standard Bag-Vault	200	Each	\$ -	\$ -
14	Deposit Correction - Cash	16	Each	\$ -	\$ -
15	Coin Deposit-Standard Bag - Vault	344	Each	\$ -	\$ -
16	Coin Supply/Roll-Box-Vault	6,400	Each	\$ -	\$ -
17	Change Order Vault	16	Each	\$ -	\$ -
<b>General ACH Services:</b>					
18	ACH Credit Received Item	2308	Each	\$ -	\$ -
<b>Wire Transfer:</b>					
19	Online Wire Maintenance Fee	12	Each	\$ -	\$ -
20	Electronic Wire Out - Domestic	124	Each	\$ -	\$ -
21	Electronic Wire Out		Each	\$ -	\$ -
22	Wire Advice - Mail	140	Each	\$ -	\$ -
23	Customer Maintenance Template Storage	132	Each	\$ -	\$ -
24	Book Credit	12	Each	\$ -	\$ -
<b>Account Reconciliation:</b>					
25	Account Reconciliation Full Maintenance - Paper Reports	24	Each	\$ -	\$ -
26	Positive Pay Exceptions	20	Each	\$ -	\$ -
27	Full Positive Pay Account	24	Each	\$ -	\$ -
28	Full Positive Pay Item		Each	\$ -	\$ -
29	Full Recon Input Item Transaction	9,940	Each	\$ -	\$ -
30	Full Recon Output File Transaction	24	Each	\$ -	\$ -
<b>Information Services:</b>					
31	Online Previous Day Account Fee	12	Each	\$ -	\$ -
32	Online Current Day Acct Fee	12	Each	\$ -	\$ -
33	Online Previous Day Maintenance	12	Each	\$ -	\$ -
34	Online Current Day Maintenance	12	Each	\$ -	\$ -
35	Online Per Account Fee	12	Each	\$ -	\$ -
36	Online Current Day Standard Item	3288	Each	\$ -	\$ -
37	Online Previous Day Extra Item	3,840	Each	\$ -	\$ -
<b>Image:</b>					
38	CD ROM Maintenance	36	Each	\$ -	\$ -
39	CD ROM Per Image	9,992	Each	\$ -	\$ -
40	CD ROM Disk	12	Each	\$ -	\$ -
41	Image Retrieval - Online	48	Each	\$ -	\$ -
<b>TOTAL EXTENDED ANNUAL PRICE FOR EACH YEAR OF 3 YEAR BASE TERM</b>					<b>\$ -</b>
<b>TOTAL PRICE FOR 3 YEAR BASE TERM (above annual price x 3)</b>					<b>\$ -</b>

NAME & TITLE OF OFFEROR'S AUTHORIZED REPRESENTATIVE:  
(Print or Type)

SIGNATURE & DATE:

(Name & Title)

(Signature of Offeror's Representative)

(Offeror's Name)

(Date)

**SCHEDULE FOR 2-YEAR OPTION TERM**

CAUTION: A false statement in any offer submitted to HART may be a criminal OFFENSE.

NOTE: For Invitations for Bids the terms "Offer" and "Offeror" shall mean "Bid" and "Bidder", respectively; and for Request for Proposals the terms "Bid" and "Bidder" shall mean "Offer" and "Offeror", respectively, in this solicitation and any associated exhibits.

**THE OFFEROR MUST SIGN AND DATE THIS SCHEDULE WHERE PROVIDED  
AND SUBMIT ALL PAGES WITH THE OFFER.**

**The line item unit price(s) must include all costs that the offeror intends to recover, such as, but not limited to: supervision, labor, equipment, materials, financing, carrying charges, and all other such charges to accommodate the supplies/services and delivery requirements, all overhead and fee or profit.**

Line Item	Type of Service	Estimated Annual Volume	Unit of Measure	Unit Price	Extended Price
<b>Depository Services:</b>					
1	Account Maintenance	36	Each	\$ -	\$ -
2	Banking Center Deposit	24	Each	\$ -	\$ -
3	Vault Deposit	615	Each	\$ -	\$ -
4	General Check Paid Truncated	9,960	Each	\$ -	\$ -
5	Online Demand Deposit Account Statement Per Account	36	Each	\$ -	\$ -
6	Zero Balance Account Master Account Maintenance	12	Each	\$ -	\$ -
7	Zero Balance Account Subsidiary Account Maintenance	24	Each	\$ -	\$ -
8	Returns-Chargeback	3	Each	\$ -	\$ -
9	Checks Deposited	7,008	Each	\$ -	\$ -
10	Debits Posted Electronic	304	Each	\$ -	\$ -
11	Credits Posted Electronic	2324	Each	\$ -	\$ -
<b>Commercial Deposits-Cash Vault:</b>					
12	Currency/Coin Deposit/\$100-Vault	84,228	Each	\$ -	\$ -
13	Coin Deposit-Non Standard Bag-Vault	200	Each	\$ -	\$ -
14	Deposit Correction - Cash	16	Each	\$ -	\$ -
15	Coin Deposit-Standard Bag - Vault	344	Each	\$ -	\$ -
16	Coin Supply/Roll-Box-Vault	6,400	Each	\$ -	\$ -
17	Change Order Vault	16	Each	\$ -	\$ -
<b>General ACH Services:</b>					
18	ACH Credit Received Item	2308	Each	\$ -	\$ -
<b>Wire Transfer:</b>					
19	Online Wire Maintenance Fee	12	Each	\$ -	\$ -
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40	CD ROM Disk	12	Each	\$ -	\$ -
41	Image Retrieval - Online	48	Each	\$ -	\$ -
<b>TOTAL EXTENDED ANNUAL PRICE FOR EACH YEAR OF 2 YEAR OPTION TERM</b>					<b>\$ -</b>
<b>TOTAL PRICE FOR 2 YEAR OPTION TERM (above annual price x 2)</b>					<b>\$ -</b>

NAME & TITLE OF OFFEROR'S AUTHORIZED REPRESENTATIVE:  
(Print or Type)

SIGNATURE & DATE:

(Name & Title)

(Signature of Offeror's Representative)

(Offeror's Name)

(Date)

- 1) **Section 1 – Introduction and Submittals.** Include, at a minimum, the following items, completed and signed:
  - (a) A letter of introduction from the prime contractor to include:
    - (i) members of a partnership, joint venture, or other teaming arrangement, whichever is applicable, and an introduction of all major subcontractors/subconsultants who may be involved in the performance of the work; and
    - (ii) a discussion of the primary business experience, length of time in business, ownership, office locations, specific location of the principal office from where the main work will be performed, contact information (i.e., contact names, telephone and facsimile numbers, and email addresses), and other information introductory in nature for each firm involved in making the proposal; and
    - (iii) an affirmative statement guaranteeing the key personnel named in the staffing plan will be assigned to the project, unless such employment is duly terminated. If substitutes or "backup" personnel are planned on a contingency basis, such personnel shall also be named with a similar guarantee of assignment.
  - (b) The Solicitation, Offer and Award Form,
  - (c) Exhibit A
- (2) **Section 2 - Qualifications of the Firm and/or Team (150 Total Maximum Points).** Discuss the offeror's experience, qualifications and skills. At a minimum describe the firm's history, length of time in business, locations, types of services offered and direct experience in providing the services described in the solicitation. Provide dates, locations, costs of assignments and current contact information for a minimum of three (3) business references and/or clients. The Authority reserves the right to verify this information.
- (3) **Section 3 - Qualifications of Staff (150 Total maximum Points).** At a minimum, discuss the experience, qualifications and skills of any key personnel. Identify roles and responsibilities specific to the work to be performed for each key personnel. Submit abbreviated resumes featuring experience, qualifications and skills for each that is most directly relevant to the Authority's requirement(s). Resumes should include dates (# of years of experience, for example).
- (4) **Section 4 - Work Plan (400 Total Maximum Points).**

Provide:

  - (a) A description of how the offeror proposes to perform the work.
  - (b) The offeror shall attach a copy of their current "hours of operation" and "service locations" to the proposal.
  - (c) The offeror's "Positive Pay" service on Payroll and Accounts Payable accounts and the prices shall be reflected in the Schedule. However, please describe the work associated with this requirement.
  - (d) The offeror shall include in its Proposal a "Wire Transfer Agreement", for all incoming or outgoing wire transfers. The Wire Transfer Agreement shall include the provisions of Uniform Commercial Code (UCC) Article 4A.
  - (e) Provisions within the Wire Transfer Agreement shall be subject to further negotiation. Negotiations regarding provisions contained within the Wire Transfer Agreement will be conducted before award of a contract. Wire Transfer Agreements that are not subject to negotiation will be considered an exception to this proposal as described in **Section 6**.
  - (f) Identify potential impediments, obstacles, or problems that could negatively impact upon work performance.
  - (g) Detail specific tasks the Authority will be required to accomplish during contract performance or prior to contract award and how the offeror will successfully accomplish the work if such tasks are not performed.
  - (h) Provide a general overview of the use of debit cards for payroll processing and any fees associated with the service.

HILLSBOROUGH TRANSIT AUTHORITY (HART)  
TAMPA, FLORIDA

**EXHIBIT H**  
**STATEMENT OF WORK**

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**A. Definitions**

As used throughout Exhibit H, definitions for acronyms and abbreviations are provided below.

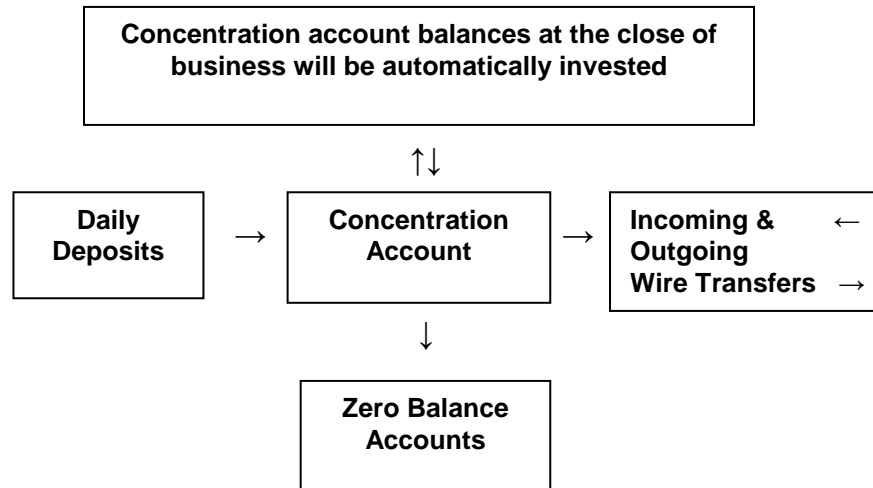
<b>Acronym or Abbreviation</b>	<b>Definition</b>
ACH	Automated Clearing House
MICR	Magnetic Ink Character Recognition
BAI	Bank Administration Institute
NSF	Non-Sufficient Funds

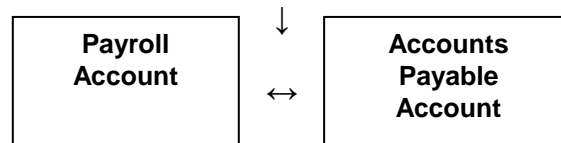
**B. Account Structure**

The Contractor shall ensure that the Authority maximize its cash availability through the use of concentration and zero-balance accounts. This account structure shall be comprised of a Concentration Account, and the following zero-balance accounts:

- 1) Payroll
- 2) Accounts Payable (clearing)

**Zero Balance Account System Structure**





### Concentration Zero-Balance Account Structure

On an operational basis, all disbursements shall flow through the zero-balance accounts. The individual deposits shall be made to the Concentration Account on a daily basis. All ledger and available balances shall be maintained in the Concentration Account. The Zero-Balance Accounts shall be reimbursed at the close of the business day or at the opening of the business day following the day the checks are presented for payment, depending on the Contractor's policy. These zero-balance accounts shall always have a zero ledger balance at the beginning of each business day.

The Contractor shall provide the Authority the option to open additional zero-balance accounts, during any term, at prices/fees accepted by the Authority at the time of Contract execution.

#### 1. Concentration Account

- i. The purpose of this account is to concentrate the cash balances on a daily basis. This account shall contain all cash balances (except as already noted) within the entire account structure. Incoming and outgoing wire transfers shall be made to and from this account principally for investment and sales, and operating transfers.
- ii. The Zero-Balance accounts shall not have any deposit transactions.
- iii. Appropriate balances shall be transferred from the Concentration Account to the zero-balance accounts at the end of the business day, or at the beginning of the next business day to cover the amount of checks presented the previous day in each of the accounts.
- iv. On a daily basis (see Section C), the Authority shall be able to access certain information in the Concentration Account and the zero-balance accounts.
- v. Any balances remaining in the Concentration Account at the close of the Contractor's wire transfer operations room shall be automatically invested in an interest bearing account by the Contractor in accordance with provisions in Section D, as determined by the Authority.
- vi. Deposit items will not be encoded or sorted by the Authority. Contractor encoding errors are to be corrected within 72 hours after notification by the Authority at no cost to the Authority. The Authority's deposit errors will be corrected in the normal course of business at no cost to the Authority.
- vii. All deposits shall be made to the Concentration Account. Deposits made to the zero-balance accounts are not permitted, except for Contractor transfers made to cover check presentments.

#### 2. Payroll Account (Zero-balance account)

This account will be used solely to process payroll disbursements to employees.

#### 3. Accounts Payable (Clearing) Account (Zero-balance account)

This account will be used solely to process disbursements for accounts payable.

#### 4. Other Zero-Balance Accounts

- i. Other accounts may be established over the contract term by the Authority. These accounts shall function essentially the same as the zero-balance accounts as indicated above.
- ii. The zero-balance accounts shall operate on the following basis:

- a. At the end of the business day, the zero-balance accounts shall be debited for all checks presented during the day. At the close of the business day, the total amount debited shall be transferred from the Concentration Account and credited to the zero-balance account.
- b. Transfers between the accounts shall be charged to the Authority only as transfers and not also as items deposited and checks paid. All transfers shall take place automatically without the initiation by the Authority.

### **C. Availability of Funds**

Deposits of miscellaneous checks shall be made periodically (four to five times per month) during the business day (9:00 AM EST to 2:00 PM EST or later depending on the Contractor), to a designated cashier or location mutually agreed on by the Authority and the Contractor. Deposits shall be made to the main Contractor or to any of its branches by the Authority personnel.

The Contractor shall credit the Authority's Concentration Account for selected items according to the following schedule:

1. Incoming Wire Transfers – same day credit if received prior to the close of the Contractor's wire transfer operations room. See Section E.
2. Bagged coins shall be credited on the day of deposit. Corrections to the deposit ticket can be made at a later time when the bag is counted by Contractor personnel. Approximately 212 bags of unwrapped coins will be deposited each month.

All other checks shall be based on the awarded Contractor's "availability schedule". Awarded Contractor agrees to notify the Authority, in writing, of any changes to the schedule. The Authority reserves the right to periodically audit the Contractor's compliance with the existing "availability schedule".

### **D. Computer Based Connection**

The Contractor shall be required to provide an internet based software system capable of providing to the Authority's Finance Department, by 7:00 AM EST, the following:

1. Daily Balance Information  
The Contractor will be required to provide the following information:
  - i. Ledger balance
  - ii. Available (or collected) balance
  - iii. Detail and Summary of debit and credit postings
  - iv. Details of incoming and outgoing wire transfers and Automated Clearing House (ACH) postings to the Concentration Account (as applicable)
2. Wire Transfer Capabilities  
The Finance Department shall use the internet connection to initiate and monitor wire transfers as more fully explained in Section E.
3. Initiate any stop payments on checks that have been issued. All stop payments to take place within 24 hours of placement by the Authority.
4. Review images of canceled checks, deposit tickets, and debit & credit memo's that are requested by the Authority's Finance Department, as more fully explained in Section F.
5. View Monthly Bank Statements online by noon on the first business day of the month for the prior month's activity.
6. Review detail information of Non-Sufficient Funds (NSF) checks. HART would like to view detail information on-line immediately.
7. The Contractor shall provide the web-based software (as appropriate) and manuals for this internet connection. The Authority shall not be required to install or host any software on its information systems.

8. The Authority owns and provides five (5) Hypercom T4100 merchant terminals at five separate locations for bus pass purchase through credit card transactions.
  - i. The Authority's annual credit card volume is estimated to range between \$570,000 and \$600,000.
  - ii. The average transaction sized is estimated to ranges between \$30 and \$60.
9. Online bus pass transactions are processed through PayPal

**E. Overnight Investment of Available Funds (Investment Account)**

1. The Contractor shall automatically invest the available balance in the Concentration Account on the Contractor's books at the close of the Contractor's wire transfer operations room in an overnight investment instrument or repurchase agreement within the contractor's bank or treat the concentration account as an overnight repurchase account. The balance on the books at the close shall include any wire transfers received during the day, less any outgoing wires.
2. The rate of interest paid on the investment will be based on the effective Federal Funds Rate as determined and reported by the Federal Reserve Bank.
3. On a daily basis, the Contractor shall transfer to the Concentration Account sufficient funds to cover transfers to the zero-balance accounts on each business day no later than 9:00 AM EST. Interest shall be calculated and posted monthly to the Concentration Account.
4. In the event that the Concentration Account has a negative balance, then interest charged on any overdrawn balance shall be calculated using the same formula that the Authority's Finance Department receives interest on the Overnight Investment. There shall not be any penalty assessed on the negative balance. HART does not intend to be overdrawn.

**F. Wire Transfers**

**Incoming:**

The Authority will carefully monitor the time of receipt for all wire transfers. Continued delay in receipt of wire transfers for which the Contractor is at fault is prohibited.

**Outgoing:**

The awarded Contractor shall ensure timely execution (within one hour) of any orders for outgoing wire transfers.

**G. Account Reconciliation**

The Contractor shall provide full reconciliation service for all accounts specified herein. These services shall include at minimum the following requirements:

1. The Authority shall transmit in some form all checks issued, cancelled checks and stop payments, if necessary to the Contractor on a daily or other periodic basis.
2. The Contractor shall provide a "Positive Pay" service on the Payroll and Accounts Payable accounts, as reflected in the Schedule.
3. The Contractor shall image the paid checks and provide a CD monthly of those checks to the Authority's Finance Department.
4. Information relative to the account reconciliation shall be available through download using the internet connection.
5. Provide for the two zero-balance accounts (Payroll and Accounts Payable) a file of paid checks in Bank Administration Institute (BAI) format.

**H. Statement and Advice Frequency**

Monthly statements shall be for the full calendar month and delivered to the Authority's Finance Department within ten (10) business days after the end of the month. The statement shall detail all:

1. Deposits
2. Debit and Credit Memos
3. Checks paid including, but not limited to, the date of presentment, check number, and amount.

A Monthly Service Charge Report/Account Analysis for a particular month shall be completed and faxed, e-mailed, or delivered to the Authority within ten (10) business days after the end of the month.

**I. Designated Account Executive**

The designated account executives shall have the authority to make timely decisions in the normal course of business, without seeking further approvals within the Contractor's organization. A detailed list of bank contacts and responsibilities will be provided to HART's Finance Department upon award of contract.

**J. Other Banking Services and Conditions**

1. All returned checks due to insufficient funds shall be automatically re-deposited a second time.
2. At no time shall any charges be applied against any of the accounts established through this Request for Proposal. All charges shall be paid through a compensating balance or by direct fee, at the option of the Authority. Should the Authority request services related to the Scope of Work herein, but not specifically enumerated or described, those charges shall be covered by the compensating balance or by the direct fee, at the discretion of the Authority.
3. All debit and credit memos required to adjust errors caused by the Contractor shall not be charged to the Authority.
4. The Authority shall provide the necessary check stock for the accounts. The Contractor shall provide Magnetic Ink Character Recognition (MICR) check specifications to the Authority and/or check printer.
5. The Contractor shall respond to all inquiries and to make all necessary corrections of errors within 72 hours.
6. The Authority may request approximately 1 change order every other month of \$30,000 each, comprised as follows:  
  
Dollar Coins: Bulk, boxed by \$1,000 – Clean dollar coins directly from the Federal Reserve.
7. Changes to deposits by Contractor personnel shall be accompanied by a copy of the check and check tape. An itemized breakdown, including coins, of any changes made to the deposit amount shall be forwarded to the Authority.
8. For incoming Automated Clearing House (ACH) transactions, the Contractor shall provide a fax of additional information accompanying the ACH to assist the Authority in determining the source and reason for the transfer.
9. The Bank shall cash without charge to the Authority or its employees all the Authority employee payroll, expense, or expense advance checks drawn on its Contractor after proper identification is presented by the employee, regardless of whether or not the employee has an account with the Contractor.
10. The Authority currently administers the processing of payroll to its 760 employees with approximately 200 paid by paper check and approximately 550 by Direct Deposit.

**K. Optional Banking Services**

Provide the Authority the option to create additional accounts for investment purposes.

**L. Coin/Bill Deposits**

1. The Contractor shall be responsible for handling a daily deposit to the concentration account from the Authority a significant volume of coins collected from the Authority's operations.
2. The Authority shall count the coins, place them in bags by denomination and deposit them to the Contractor through its armored car service. The Contractor shall receive these bagged, unwrapped coins,

and include them in the day's deposit based on the Authority's count and deposit tickets. Adjustments to the deposit shall be issued upon verification by the Contractor with the Authority being notified with an itemized breakdown by denomination (including coins) of the adjustment via fax or electronic notification.

3. The Contractor shall provide such services according to the estimated number of bills and coins by denomination, on a monthly basis, below:

Pennies:	153,000
Nickels:	122,200
Dimes:	214,600
Quarters:	522,200
\$1 Bills:	399,600
\$2 Bills:	50
\$5 Bills:	10,700
\$10 Bills:	2,300
\$20 Bills:	3,600
\$50 Bills:	100
\$100 Bills:	100
50 Cent Pieces:	30

4. The peak period of service is typically Monday's and during the winter months.
5. Transport service is provided by Hillsboro Armored Car Service
  - i. The bulk of funds deposited will be transacted at the bank vault, minor deposits will be transacted with any local branch
6. Checks from patrons are processed through TeleCheck. Checks received from businesses and governmental entities are processed through bank deposit.

## QUESTIONS AND ANSWERS ASSOCIATED WITH

RFP-2708C

August 06, 2010

The following are responses to questions submitted to date concerning the above solicitation:

1. Please provide the RFP in Microsoft Word or Excel (as applicable format). At a minimum, schedule 3. As a side note, I tried to print the adobe document and was wondering if there was some type of protection that does not allow for it to be printed.

**Response:** The entire solicitation may be downloaded in pdf format with the schedules available in excel format on the Authority's website at [www.goHART.org](http://www.goHART.org) under the Business Opportunities Menu, Current Open Bids. The documents are not protected to prevent printing.

2. Exhibit C – Item 5 – states “A pre-proposal conference may be held for all interested parties to discuss the solicitation requirements.” Please confirm whether there is a pre-proposal conference and provide specifics in terms of time and location.

**Response:** See the Solicitation, Offer and Award Form, Block 5, Pre-Proposal Conference

3. Please provide analysis statements for all accounts included in the RFP (group and individual) for 3 months

**Response:** See the Bank Analysis provided in Attachment 1, 2 and 3 to Amendment 1.

4. Please provide average balances maintained on all non zero balance accounts included in the RFP.

**Response:** See the Bank Analysis provided in Attachment 1, 2 and 3 to Amendment 1.

5. Please provide merchant statements (credit card processing) for 3 months.

**Response:** See the Bank Analysis provided in Attachment 1, 2 and 3 to Amendment 1.

6. Please provide the rate of interest and, if applicable earnings credit for the accounts included in the RFP (i.e., Fed Funds minus X basis points).

**Response:** See Amendment 1 - Exhibit H, Paragraph E, Overnight Investment of Available Funds (Investment Account).

7. Please provide information on merchant terminals currently used and whether owned or leased.

**Response:** See the addition of subparagraph 8 to Amendment 1 - Exhibit H, paragraph D, Computer Based Connection: “The Authority owns and shall provide five (5) Hypercom T4100 merchant terminals.”

8. Copies of bank analysis statements for each of HART's accounts, either a “typical month” if transaction volumes do not fluctuate, or for a three month period so that we can take an average. These statements would show transaction volumes by account and current pricing for those services.

**Response:** See the Bank Analysis provided in Attachment 1, 2 and 3 to Amendment 1.

9. Current interest rate and formula for calculating that rate on the deposit accounts, including any interest rate floors currently established.

**Response:** Not Applicable

10. Description and yield of any investment products used by HART, including any investment sweeps, call-in money market funds, etc.

**Response:** Not Applicable

11. Can the document be obtained in a Word format?

**Response:** See response to question 1

12. Please provide a current analysis statement or equivalent service/price listing

**Response:** See the Bank Analysis provided in Attachment 1, 2 and 3 to Amendment 1.

13. Does the authority currently have a wire transfer agreement in place that contains the provisions of UCC Article 4a? If so, please provide a sample of the language.

**Response:** The Authority has an agreement for treasury services, but the agreement does not specifically state the above mentioned provisions.

14. Does the Authority have any plans to become cashless? If so, when will this take effect?

**Response:** No

15. What is the current billing arrangement for banking services – invoice, direct debit, etc.? Would HART be open to alternatives?

**Response:** We are currently billed quarterly, but are open to alternatives.

16. Provide a breakdown of the daily bagged coin deposits.

**Response:** See Amendment 1 - Exhibit H, paragraph L, Coin/Bill Deposits, subparagraph 3.

17. What are the peak days/periods?

**Response:** See Amendment 1 - Exhibit H, paragraph L, Coin/Bill Deposits, subparagraph 4.

18. What is the total value of coin in the bag and coin denomination (i.e., quarters, nickels, dimes)?

**Response:** See Amendment 1 - Exhibit H, paragraph L, Coin/Bill Deposits, subparagraph 3.

19. Are you currently using armored car to transport cash/coin deposits to the bank? If no, please explain the current method for depositing coin and currency. If yes, who is contracted for this service?

**Response:** See Amendment 1 - Exhibit H, paragraph L, Coin/Bill Deposits, subparagraph 5.

**20.** Describe the bus fare collection process from the time the fare is deposited into the bus to getting the money into the bank. For example, does each driver drop off their collected fares once per day at designated location? Alternatively, are all fares brought to the main office at the end of each shift, etc.?

**Response:** Not Applicable as the process is not within the scope of this RFP.

**21.** Please provide details about your check deposits. Are these checks written by consumers for bus passes? Are they received at multiple locations? How do they get deposited at the bank?

**Response:** See Amendment 1 - Exhibit H, paragraph L, Coin/Bill Deposits, subparagraph 6.

**22.** Explain the deposit adjustment process in more detail. Are you currently getting a copy of the check returned with the tape? Is this by mail, fax, online, other?

**Response:** See Amendment 1 - Exhibit H, paragraph L, Coin/Bill Deposits, subparagraph 2.

**23.** Provide a recent investment statement to include balances and interest rates.

**Response:** See the Bank Analysis provided in Attachment 1, 2 and 3 to Amendment 1.

**24.** Do the balances fluctuate significantly during certain periods of the year?

**Response:** No.

**25.** Does the Authority keep a peg balance to offset fees?

**Response:** No.

**26.** If no, would you consider this as a rate strategy?

**Response:** Yes.

**27.** How many employees are paid by check?

**Response:** See Amendment 1 - Exhibit H, paragraph J, Other Banking Services and Conditions, subparagraph 10.

**28.** If HART were to implement a payroll debit card, what is the anticipated adoption rate?

**Response:** Unknown

**29.** What is your annual Visa/MasterCard/Discover volume?

**Response:** See the addition of subparagraph 8 to Amendment 1 - Exhibit H, paragraph D, Computer Based Connection.

**30.** What is the average ticket size for credit card payments?

**Response:** See the addition of subparagraph 8 to Amendment 1 - Exhibit H, paragraph D, Computer Based Connection.

31. Are credit cards accepted online only? If no, please describe other locations.

**Response:** See the addition of subparagraph 8 to Amendment 1 - Exhibit H, paragraph D, Computer Based Connection.

32. What is the name of the gateway/shopping cart used for online payment processing?

**Response:** See the addition of subparagraph 9 to Amendment 1 - Exhibit H, paragraph D, Computer Based Connection.

33. Does HART intend on issuing a separate RFP for merchant services and/or payroll card? Will these be awarded in conjunction with the banking services contract or separately?

**Response:** As to merchant services, see the addition of subparagraph 8 to Amendment 1 - Exhibit H, paragraph D, Computer Based Connection. As to the payroll card, the Authority has not yet decided on such services at this time.

34. When does the current banking services contract expire?

**Response:** August 2010.

35. When would the new banking services contract commence?

**Response:** See Exhibit D, paragraph 2, Term of Contract.

36. Are you looking for a designated branch and teller?

**Response:** See Amendment 1 - Exhibit H, paragraph L, Coin/Bill Deposits, subparagraph 5.

37. How many locations are involved?

**Response:** Not Applicable as the information does not affect the scope of this RFP.

38. On Exhibit B, Section 4 – What are you looking for...Is this referring to implementation or describing on-going services?

**Response:** See Exhibit B, Section 4, paragraphs (a) to (i)

39. How many references are you looking for?

**Response:** See Amendment 1 - Exhibit B, Section 2.

40. On the Schedules – you want both of these completed?

**Response:** Yes

[End]