

GLENVIEW PARK DISTRICT
RFP for BANKING SERVICES – QUESTIONS & ANSWERS
September 16, 2021

Category	Question	Response
RFP General	Will the Park District accept the requested financial reports electronically by email or a link to a secure file folder?	Yes – you can email the proposal and any supporting documents to erin.ryan@glenviewparks.org
RFP General	Will the District accept electronic versions of the proposals or only hard copies as stated in the RFP?	Yes-see above
RFP General	Will you accept electronic delivery of the full proposal response in lieu of paper copies?	Yes-see above
RFP General	Will the Park District accept electronic copies of Bank reports requested as part of the RFP? (i.e., call reports, financials, etc.)	Yes-see above
RFP General	Are you able to send the Cost Proposal form for Depository Services in an excel format?	Yes – excel and word files will be emailed and uploaded to the website. file names are below: Glenview Park District RFP Banking Services_exhibits only (word doc) Glenview Park District RFP Banking Services_exhibit A table (excel file)
RFP General	How long have you been with your current bank?	At least 25 years, possibly since the Park District started
RFP General	Why are you issuing a rfp?	It is the Park District’s fiscal responsibility to ensure we are receiving excellent services from vendors with the best capabilities at the most competitive price.
RFP General	What do you like best about your current financial institution?	We have enjoyed being in partnership with a local bank that supports our community.
RFP General	What have been the biggest challenges with your current financial institution?	As mentioned at the Pre-proposal meeting, with regards to our credit card services, we would prefer to be able to download all credit card activity to import as one file into our ERP.
RFP General	Pg 6 – can you confirm what percentage is assigned to each selection criteria?	We have not assigned percentages to each selection criteria.
Terms	Please clarify whether the initial pricing is locked for five years or three years as indicated on page 10?	The initial term of the contract is for 5 years (“Initial Term”) and may be extended by successive 3 year periods (“Renewal Term”). The initial pricing is locked for the first 3 years. Price adjustments may be made for the fourth through fifth years of the contract but may not exceed the lesser of 4% or the rate of inflation for the Chicago metropolitan region to be determined using the Consumer Price Index as of December of the previous year.
Account Structure/ Type	Would you please explain the District’s definition of a “trust” account?	The Trust Fund is used to account for non-discretionary donations and funds of independent groups. Funds are provided by grants and donations as well as user fees and charges. In this case, we are referring to bank accounts for the Park District Glenview Senior Club and the Blades Figure Skating Club. There are 4 accounts that have been set up as checking accounts at Busey Bank that are titled as “trust”. Two of the accounts were previously a savings account and a money market account before the conversion to Busey Bank.
Account Structure/ Type	It was mentioned on page 2 that the Figure Skating and Senior accounts are Trust accounts, can you explain? It is a checking account that is titled as a trust or is it a true Trust?	The Trust Fund is used to account for non-discretionary donations and funds of independent groups. Funds are provided by grants and donations as well as user fees and charges. In this case, we are referring to bank accounts for the Park District Glenview Senior Club and the Blades Figure Skating Club. There are 4 accounts that have been set up as checking accounts at Busey Bank that are titled as “trust”. Two of the accounts were previously a savings account and a money market account before the conversion to Busey Bank.

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Account Structure/ Type	What are the Senior accounts used for?	The Senior accounts are accounts managed by the Glenview Senior Club. Funds are provided by grants and donations as well as user fees and charges. Registration charges are received by the Park District and transferred to the Senior Club. The Senior Club periodically issues checks to the Park District as reimbursement for expenses paid on their behalf.
Account Structure/ Type	Please elaborate on the Investment Account listed on page 2: a. What type of account is this? b. What, if any are the restrictions on these funds?	a. A brokerage account b. See Exhibit F: Glenview Park District Investment Policy for investment guidelines.
Account Structure/ Type	Is the Investment account also held at Busey Bank?	Yes.
Account Structure/ Type	What is the difference functionally between the investment account and the money market?	The investment account is a brokerage account that may hold investments in line with the Glenview Park District Investment Policy (see Exhibit F). The money market account was opened upon receipt of grant funds and will be closed once the funds have been spent.
Account Structure/ Type	On page 2 the balance for the payroll account show an average balance, but it is stated that the account is intended to be a zero-balance account. Is that account set up to auto-sweep and be funded by the General account, or is the Park District transferring funds online when payroll is processed to fund the account?	The biweekly payroll is manually transferred to the payroll account. We prefer to manually transfer the amount. No auto-sweep functionality has been set up nor is it required.
Payroll	How many days before settlement it is the payroll file transmitted?	Submitted Wednesday for paydate Friday
Collateral	Please provide what percentage of collateralization on balances in excess of FDIC coverage is required.	100% Collateralization
Collateral	Would the Park District accept a tri party collateral agreement form of collateral?	If by "tri party" you mean where the Custodian Bank holds the securities which are pledged as collateral by the Depository Bank, then yes.
ERP	What accounting software is being used by the Park District?	Tyler Technologies Incode10
ERP	What ERP software does the District use?	Tyler Technologies Incode10
AP/Credit Card	How many checking accounts have checks disbursed from them?	Three: General, Payroll and Senior 1
AP/Credit Card	Does the Park District pay vendors using ACH and checks?	Yes. In rare instances, the Park District will pay a vendor by wire transfer when the amount is larger than the ACH limit.
AP/Credit Card	Accounts Payable Process: Please describe how your current AP process workflow is from invoicing through payment. If any part of this process is manual, please explain.	<u>OVERVIEW OF STEPS</u> 1. Invoice received and scanned by individual requesting payment 2. Transaction data and related documents entered into the Tyler Incode 10 ERP 3. Invoice routed to the appropriate levels for approval through Tyler Incode 10 ERP 4. Accounts Payable reviews for accuracy and approves. 5. Payment issued.
AP/Credit Card	Vendor Payments: • The District mentioned that the average weekly spend of payments to your vendors was \$325,000. Does this consist of both checks and ACH payments only?	• It includes all forms of payment (i.e., checks, ACH and wire transfers). • Invoiced vendor expenses are paid through the Accounts Payable system. Employee card holders may also visit vendor locations and purchase items directly from vendors. Vendors are not paid via credit card through the accounts payable process.

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	<ul style="list-style-type: none"> Are any vendor payments (accounts payable/supplier payments) currently made via credit card? If so, approximately what percentage of spend? 	
AP/Credit Card	Are the 17 wire transfers incoming or outgoing? If outgoing, are they online domestic wires?	The wire transfers are outgoing and primarily related to the Park District's semi-annual bond payments, a couple payments related to the building of the new ice rink. All are domestic wires.
AP/Credit Card	Is the District currently using a PCard to pay vendors?	The Park District PCard is used by employees primarily for supplies and travel related expenditures.
AP/Credit Card	Would the District provide an accounts payable list for the purpose of calculating a potential annual spend amount?	Yes – send email to Erin Ryan to request (erin.ryan@glenviewparks.org)
AP/Credit Card	Does the current credit card program have integration capability with the District's ERP software?	We presently download the credit card transaction data per person, manipulate the format, add account information and upload to the accounting system.
AP/Credit Card	Does the Park District earn a rebate on the current credit card program?	Yes. 1% rebate
AP/Credit Card	<p>Credit Card Use:</p> <ul style="list-style-type: none"> Please provide what types of purchases are transacted on the District's card product today. Do you use department cards (a plastic not in an individual's name)? How do your cardholder's submit their expenses and how does the District allocate and reconcile these transactions? If any part of this process is manual, please explain. 	<ul style="list-style-type: none"> Travel, general supplies. No Cardholders download their monthly transactions from the credit card portal, enter the data into Tyler (either manually or upload), along with account numbers, descriptions, and receipts. The entire process is manual.
Collections	How many accounts receive check deposits? Which ones?	General Checking and Senior 1.
Collections	<p>Please provide details regarding the Park District's collection program for fitness center memberships and other recurring program fees:</p> <ol style="list-style-type: none"> Is this done via upload of an ACH file? How often is the file transmitted? How many resident records are included in the file? What is the typical dollar amount of the file? How many days before settlement is the file transmitted? 	<p>Cash collections are received as cash, check and credit card. Recurring payments are either by credit card or direct debits to a bank account. The direct debits are processed through the bank:</p> <ol style="list-style-type: none"> Yes, NACHA file format Monthly (at times, during COVID, recurring registrations occurred weekly) 80-100 \$5000-\$7000 One day
Collections	Please confirm that deposits are currently made at a branch by Park District employees.	Correct. Each facility prepares a deposit: envelope, deposit slip and checks/cash. The deposit and paperwork is collected by a courier (Park District employee) who takes the deposits to the branch location.
Collections	If remote deposit services are implemented, how many check scanners will be needed?	Depending on fees and ease of use, possibly 2 scanners the Park Center and Admin locations.
Fraud Services	How many checking accounts have check positive pay?	Two – General and Payroll accounts.
Fraud Services	<p>Is check positive pay only needed on two accounts?</p> <ol style="list-style-type: none"> Is the Park District including Payee information in the Check Positive Pay file? What is the file format of the Positive Pay check issue file that is uploaded to the bank? 	<p>Yes – General and Payroll accounts.</p> <ol style="list-style-type: none"> Yes, payee is included, along with check number, check date, and amount Currently the file is an excel file, but previously was a text file.

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Fraud Services	How many accounts have ACH Block/debit block in place?	The Park District is not using ACH positive pay, but would like to implement debit blocks on all 7 checking accounts and ACH positive pay on the General account. There are no ACH withdrawals out of the other 6 accounts, except for the FSA account which only requires one exception the debit block.
Fraud Services	Is the Park District using ACH positive pay?	The Park District is not using ACH positive pay, but would like to implement debit blocks on all 7 checking accounts and ACH positive pay on the General account. There are no ACH withdrawals out of the other 6 accounts, except for the FSA account which only requires one exception the debit block.
Fraud Services	How many accounts will require ACH positive pay?	The Park District is not using ACH positive pay, but would like to implement debit blocks on all 7 checking accounts and ACH positive pay on the General account. There are no ACH withdrawals out of the other 6 accounts, except for the FSA account which only requires one exception the debit block.
Fraud Services	Does the Park District have a list of acceptable ACH vendors and only decision the exceptions or do you review all incoming ACH debits and decision/return only those that shouldn't be paid?	The Park District would provide a listing of the recurring vendors and would decision any exceptions
Fraud Services	We can provide both ACH filters where you can allow specific vendors to debit your account and ACH blocks that will provide a total block and anything else will get returned. How many accounts should have ACH filters and how many should have total blocks?	The Park District is not using ACH positive pay, but would like to implement debit blocks on all 7 checking accounts and ACH positive pay on the General account. There are no ACH withdrawals out of the other 6 accounts, except for the FSA account which only requires one exception the debit block.
Fraud Services	The RFP indicates you have Positive Pay on two of your accounts. Do the other accounts have check blocks?	No.
Reconciliation	Describe your current ARP process? Is the Park District pulling data from online banking or receiving a direct file upload from the bank?	The Park District is pulling data from online banking as an excel export.
Other	Does the Park District use SFTP/FTP services to transfer files to or from the bank? For example, have you automated the exchange (delivery/receipt) of bank files (ACH origination/Positive Pay) via SFTP or are you uploading the files onto your online banking portal?	We upload NACHA and positive pay excel files via the online banking portal
Other	What is the length of history the Park District has for online viewing of account history or check images?	12 months
Other	The Cost Proposal references Two Signatures Required with a volume of 24. Please explain this service.	<ul style="list-style-type: none"> Two signatures are required on all checks issued on the Senior 1 checking account. Two signatures are required on all checks \$50,000 and greater issued on the General checking account.
CompBal	Please elaborate on your current account structure. Do the accounts currently receive an Earnings Credit or interest earnings (or a combination of the two)?	The accounts receive interest of .01% which is then shown as an expense on the monthly account analysis when calculating the earnings credit.
CompBal	Does the Park District use a compensating balance structure today?	Yes.
CompBal	In the current banking arrangement, is excess Earnings Credit credited to the Park District at EOY?	No.
CompBal	What is your current ecr?	0.1%
CompBal	Is the ecr flat? Or tied to something?	flat
CompBal	If you do receive an interest rate, what is that rate?	The accounts receive interest of .01% which is then shown as an expense on the monthly account analysis when calculating the earnings credit.
CompBal	Is the interest flat? Or is it tied to something?	The interest rate has fluctuated over time

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CompBal	You state on page 13 (L. Compensating balances and monthly account analysis) that settlement would occur at the end of the contract. Is that firm? Or would you be open to annual settlement?	We will consider all options
CompBal	How many of the checking accounts are analyzed vs. non-analyzed?	6 accounts are analyzed. The Flexible Spending Account is not analyzed.
CompBal	The Cost Proposal references Analysis Maintenance. Please confirm that this equates to the number of checking accounts maintained by the Park District at the bank. The monthly volume would indicate six accounts whereas page 2 of the proposal shows seven accounts.	Currently, the Flexible Spending Account does not receive Analysis Maintenance charges.
CompBal	Please provide 3 months of analysis statements for each checking account.	The table included in Exhibit A includes the annual activity for the past 12 months. The majority of all activity occurs in the General and Payroll accounts.

Merchant Services:

While the Park District would be interested in any information you wish to provide on Merchant Services, we would not be able to entertain proposals as part of this RFP because we would not be able to gather information from other vendors for comparative purposes. We anticipate sending out a Merchant Processing RFP in the next one to two years.

Questions - Merchant Services
There was no mention of credit card (merchant) processing? Is there an opportunity to propose on the Park District's merchant processing?
a. If so, what is the monthly sales that is processed through credit cards
b. How many terminals do you have?
What percentage is done via online versus a terminal?
Merchant Payment Acceptance appears to be a service you are utilizing today online, would this be a service of which you would like to bid on by Associated Merchant Services?
How many total locations are accepting credit card payments today?
What are payments accepted for? Park Fees, Golf Club Charges, programs, rental venues and/or events?
Would you be open to sharing a copy of your merchant statements for our review so we may gather a side by side analysis on your current services?
What current card types are accepted today; IE: Visa, MasterCard, Discover, American Express or any additional payment types such as check payments? If accepting checks; is the check service a guarantee or just a deposit? A non-guarantee will not cover the check if it comes back as NSF whereas a guarantee program would represent checks and cover them if they come back as NSF.
Are your payments typically check cards, rewards credit cards or from businesses such as Corporate or Purchasing Cards?
Are your payments EMV (EuroPay,MC, Visa) smart chip ready where you are able to "dip the chip" at the point of sale?
Are these payments accepted in person, over the phone, recurring payments, or E-Commerce (captured online)? What is the current method of processing? Is there anything we should be aware of as far as additional methods of processing such as a vendor website to research compatibility?
Are you storing any card holder information on your computers or paper files?
What is your current PCI (Payment Card Industry) Compliance status?
Do you have any fraud/security concerns or high volume of chargebacks?
What software (if applicable) (Accounting software, POS software, reconciliation etc) are you using that you would require integrate with your card acceptance process?
Are you providing, or have an interest in providing, level 2 or level 3 data with your transactions today?

Payroll Services:

Payroll is processed in house and is not part of the RFP.

Questions - Payroll Services
Is a pay card solution something you would be open to at this time?
How many employees do you have today?
Are all employees paid via a bi-weekly, weekly or any part-time employees?
Do you have any software which is currently integrated to your current Payroll Service?