

**Questions and Answers for Banking Services RFP –
Hamblen County Government**

1. **Exhibit A shows annual account maintenance of 21 which would be 1.75 per month. You list 28 needed accounts on Scope of Banking Services #1. Is the 21 number incorrect? Please clarify. Please use 21 needed accounts to create your proposal.**
2. **Exhibit A shows several line items with a zero volume. Do you want us to include the pricing for those items if there is a charge for them? Yes.**
3. **Please describe your payroll process. Does your payroll system generate a NACHA file? How many payroll files do you send in a month? Once payroll has been processed and the checks/vouchers printed an ACH file is created and uploaded to the bank. Once uploaded to the bank the file has to be initiated on our end. The file is checked the next day to verify completion. Yes our payroll system generates a NACHA file. We typically send two files a month, but on a rare occasion there could be a third or fourth file.**
4. **If there are other charges that need to be disclosed, where do you want them included in the RFP? Present at the end of the proposal.**
5. **How many online users initiate ACH files and Wire Transfers? 6 total**
6. **Do you want/need all 28 of the accounts on your online access? Yes, all accounts will need online access for viewing and/or other activity (i.e. transfers, wires, ACH uploads, etc.).**
7. **Do you require Previous Day and Same Day detail on all of the accounts online? Same Day detail is typically only needed for accounts that have incoming ACH and Wire Transfers. Yes, we will need to detail on all accounts since all accounts could have daily activity.**
8. **Does your current bank provide and ATM at the courthouse? No**
9. **In regard to the virtual vault (aka smart safe), What is the weekly cash volume of business? This varies greatly. During tax season we may have several \$1,000's while other months it may be \$0.**
10. **Can you give an estimate of how many tax payments the current bank has taken each year or by month? Last tax season (October-February) our current bank took a total of 80 tax payments.**

10/25/16

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11. Can we see a sample of the receipt that is given to customers when tax payments are made? And does the bank have any input as to disclosure or disclaimer on receipt to prevent us from being held liable taking those payments? Please see example provided. It is a three part copy: one copy for bank, one for customer, and one for the trustee's office. The bank is responsible same as any other deposit made into the accounts.