



MEMORANDUM

TO: All Persons/Entities That Have Received Integral Care's June 4, 2021 Request for Bank Depository Services ("RFP")

FROM: Brody Ballard, Coordinator of Legal Services

RE: Response to Questions Regarding RFP

DATE: June 25, 2021

QUESTIONS/RESPONSES

Recipients of the RFP have submitted the following questions about the RFP. Please see Integral Care's responses to the questions submitted below:

Q1: What is Integral Care's current reporting retention period? (i.e., 45 days, 90 days, etc.)

A: Bank statements, cancelled checks, check registers, deposit slips, debit and credit notices, reconciliations, notices of interest earned, etc. are to be retained for 5 years. Currently Integral Care can access check images, deposit slips, etc. online for up to a year, and any older check images would have to be specially requested.

Q2: Does Integral Care currently utilize investment sweep accounts?

A: Yes. A balance of approximately \$1,250,000.00 is maintained in the Deposits account with the excess swept to a PFIA-compliant Government & Agency Portfolio.

Q3: How long has the entity been with current depository?

A: Since 2017.

Q4: What is the maximum anticipated collateral requirement? Will it exceed average ledger balance provided in specifications i.e. \$15,355,384?

A: The amount that needs to be collateralized at (102% of the balance less FDIC insured amount) is the standing balance in the Deposits account of \$1,250,000.

Since the sweeps account invests in the same types of securities that are used to collateralize the balance does not need to be collateralized. If a sweeps account isn't in place then the average ledger balance would need to be collateralized.

Q5: Does the entity currently use the Depository's safekeeping and securities clearing services? If so, please provide monthly average number of securities and balances.

A: Integral Care currently uses an investment broker outside of its current depository. Securities received via donations are sold as they are settled and the funds transferred to the Depository bank. There has been very few securities donations transactions; to date we have only averaged 1-3 per year.

Q6: Does the entity own or lease the remote deposit scanners? Please provide scanner models and number of locations?

A: Integral Care has one remote deposit scanner in the accounting office. The scanner is a Digital Check TellerScan TS240. Integral Care also has the scanner (i.e. Panini Vision X) used with the prior depository institution on hand but not installed on any computer.

Q7: How many ACH file transmissions are sent on a monthly basis?

A: AP ACH batches are entered twice per week, and total transactions average 238 per month. Payroll ACH batches are entered weekly (bi-weekly main payroll, off-week supplemental leave payouts), and total transactions average 2,376 per month. Total combined ACH transactions average 2,614 per month. (The combined total per month are included on Attachment A of the RFP).

Q8: Are ACH files transmitted via FTP or NACHA file upload thru online banking?

A: They are transmitted via a NACHA file upload thru online banking for both the AP and Payroll ACH batches.

Q9: Which deposit bags does the entity currently use, i.e, canvas lock bags, tamper evident, or zipper bags? Can you provide how volume of bags used?

A: Tamper evident bags are used for deposits of cash/checks from remote locations (generally smaller dollar amounts). Integral Care has ordered a box of 500 bags approximately once a year.

Q10: Is merchant services under the scope of this RFP? Or is this under a future RFP?

A: The RFP does not include merchant services.

Q11: What is the estimated annual spend amount on current commercial card program? What is the average ticket size?

A: Total annual spend (amount transferred to credit card company to pay monthly balances) averages \$664,000.00 since 2017. For the last 12 months the spend amount was \$745,000.00. Average ticket (individual purchase charge) is \$200.00.

Q12: Regarding the Standard Deposit Services section on page 17:

To list all deposit locations and alternatives, is there a specific proximity or location requirement? Can Integral Care share a listing of all of your locations/offices to complete a proximity study?

A: Please provide Proposer's list of deposit locations and alternatives located in Austin, Texas.

Q13: Regarding the Standard Deposit Services section on page 17:

Is Integral Care's merchant or credit card acceptance activity up for bid? If so, can Integral share how each of the four (4) departments accept credit cards (online, in-person terminal, phone, etc.), monthly transaction volume, and average ticket size?

A: The RFP does not include merchant services.

Q14: Regarding the Remote Deposit section on page 18:

Does Integral Care deposit/scan documents along with your checks?

A: No. Integral Care uses a check scanner for deposits, not a pdf or other file format scanner that can scan documents other than checks.

Q15: Regarding the Positive Pay section on page 19:

Does Integral Care currently send positive pay files directly from Abila to the bank via transmission or are files downloaded from Abila and then uploaded to the bank's online platform?

A: Positive pay files are downloaded from the accounting software for AP and from the payroll processor before being uploaded to the bank's online platform.

Q16: Regarding the Positive Pay section on page 19:

How often does Integral Care write checks and upload positive pay files per month? (i.e., Daily, weekly, bi-weekly, etc.)

A: AP checks are written at least twice weekly, on Tuesdays and Thursdays, averaging 120 checks per AP run or 1,225 checks per month. Payroll checks are written bi-weekly, averaging less than 5 payroll checks.

Q17: Regarding the Positive Pay section on page 19:

Does Integral Care currently have the bank send any reporting directly to Abila via transmission? (i.e., Host-to-Host Reporting) If not, does Abila accept any file format for reconciliation purposes? (i.e., CSV upload, BAI2upload, etc.)

A: Integral Care's accounting software does have the capability of importing a .csv file for bank reconciliations. Integral Care desires the ability to export bank account activity via .xls, .xlsx, or .csv format.

Q18: Regarding the Positive Pay section on page 19:

How often does Integral Care reconcile your checks? (output file every week, once a month)

A: Once per month.

Q19: Regarding the ACH section on page 20:

How often does Integral Care send ACH batches per month? (i.e., Daily, weekly, bi-weekly, etc.)

A: AP ACH batches are entered twice per week, and total transactions average 238 per month. Payroll ACH batches are entered weekly (bi-weekly main payroll, off-week supplemental leave payouts), and total transactions average 2,376 per month. Total combined ACH transactions average 2,614 per month. (The combined total per month are included on Attachment A of the RFP).

Q20: Regarding the Safekeeping section on page 20:

Does Integral Care currently use safekeeping with your existing bank? If yes, are safekeeping fees currently charged through account analysis?

A: Integral Care currently uses an investment broker outside of its current depository. Securities received via donations are sold as they are settled and the funds transferred to the Depository bank. There has been very few securities donations transactions; to date we have only averaged 1-3 per year.

Q21: Would Integral Care consider outsourcing your check printing process?

A: Payroll checks are printed by the payroll processor. AP checks are printed in-house with blank check stock and an MICR printer. Integral Care does need to include additional documentation with checks, and often has “rush” checks, so it would be very hesitant to outsource check printing.

Q22: Does Integral Care require paper statements for reconciliation or record keeping purposes? Could Integral Care pull statements from our online platform?

A: Paper statements are preferred for record keeping, and Integral Care can pull online statements if the statements are .pdf documents (that can’t be altered).

Q23: Does Integral Care currently upload ACH files to your online platform or are files sent directly from Abila to the bank?

A: Positive pay files are downloaded from the accounting software for AP and from the payroll processor before being uploaded to the bank’s online platform.