

List as indicated the requested information in every section. Please leave no section blank. If necessary, attach additional sheets for explanations.

Requested Banking Services Described

A. All City funds deposited shall earn interest _____ Yes _____ No

How is the interest rate set? _____

How often will it be adjusted? _____

Interest Rates for 2015: December _____

Interest Rates for 2016: January _____ February _____

B. Moneys deposited in the bank by the City by 2:00 p.m. shall be processed and credited for the same day deposit. Deposit slips must be validated and returned to the City representative at the time of delivery.

Yes _____ No _____ No Charge _____ Charge per deposit-on us _____

Charge per deposited item-in transit _____

C. The bank shall deliver to the City a detailed, itemized monthly statement showing each deposit slip and credit or debit memo along with the check number and amount of each transaction processed. The bank statements for all accounts shall be delivered no later than the fifth (5th) working day of the month.

Yes _____ No _____ No Charge _____ Cost per unit _____

D. All canceled checks will be returned in document image form, in order, on the bank statement. A limit of eight images per page is required.

Yes _____ No _____ No Charge _____ Cost per unit _____

E. Bank generated debit or credit items must be forwarded to the City the next business day. Yes _____ No _____ No Charge _____ Cost per unit _____

F. All checks returned for uncollected or insufficient funds from customers shall be forwarded daily to the City. (Normally less than 60 deposit items returned per year.) Yes _____ No _____ No Charge _____ Cost per unit _____

G. The bank shall initially provide ten (10) regular lock bags with keys. All bags shall be returned to the bank upon termination of this contract.

Yes _____ No _____ No Charge _____ Cost per unit _____

H. "Void After Ninety (90) days will be printed on all checks. The bank will not hold the City liable for any checks cashed after the void date (stale-dated checks)

Yes _____ No _____ No Charge _____ Cost per unit _____

I. The bank shall furnish deposit slips in duplicate form.

Yes _____ No _____ No Charge _____ Cost per unit _____

J. The investment program of the City and its participation in the State of Tennessee Governmental Money Transfer System require that funds be transferred electronically. Loan and grant receipts may also be electronically deposited. The bank is expected to process incoming and outgoing wire transfers, as requested by a duly authorized official of the City or electronically by the authorized third party. All incoming wires processed in this manner are expected to result in same day credit to the City's account.

Incoming Wires (approximately 50 per year):

Yes _____ No _____ No Charge _____ Cost per unit _____

Outgoing Wires (approximately 60 per year):

Yes _____ No _____ No Charge _____ Cost per unit _____

K. The bank shall allow the City to make electronic payments when possible, such as for the weekly federal taxes and monthly wires for debt payments. (Approximately 100 per year)

Yes _____ No _____ No Charge _____ Cost per unit _____

L. The bank shall accept electronic payments (preauthorized debits) from the City's customers and shall provide the City confirmation on each receipt. (Due dates for utility payments are the 10th, 15th, and 25th of each month.)

Yes _____ No _____ No Charge _____ Cost per billing cycle _____

M. The bank shall provide stop payment services. Verbal stop payments via telephone or electronic banking from authorized City officials will be accepted and processed on the same day with documentation requiring a signature to be mailed to the Finance Director. (Normally less than 20 per year.)

Yes _____ No _____ No Charge _____ Cost per unit _____

N. Research items (lost checks, mutilated checks, lost deposit slips, etc.) shall be furnished within 40 hours of request.

Yes _____ No _____ No Charge _____ Cost per unit _____

O. The bank shall make available to the City the capabilities for night deposits.

Yes _____ No _____ No Charge _____ Cost per unit _____

P. The bank shall offer City employees direct deposit of bi-weekly payroll checks to any bank.

Yes _____ No _____ No Charge _____
Cost per bi-weekly transaction _____

Q. Is the bank a member of the Bank Collateral Pool enacted by the Tennessee General Assembly? Yes _____ No _____

R. Please indicate the following charges:

Total monthly account maintenance charge:

(1) Operating account: _____

(2) Escrow accounts: _____

Charge for each check written: _____

S. Please list any additional charges, not mentioned above, that may be assessed on requested services. All charges that will be made to the City must be included in this proposal.

Electronic Banking/Information Reporting

Describe the electronic banking systems and access methods (e.g. Internet, PC) that may be used to access account information.

If the system is PC based, how many copies of the software are made available with the service? Can the software be networked to allow multiple users? What is the cost, if any, for additional copies of the software?

Does the electronic banking system allow the company to access prior day information, current day information, or both prior day and current day information?

_____ Prior day

_____ Current day

_____ Prior day and current day

If the electronic banking system allows access to prior day information, discuss:

A. At what time is previous day information available for access by the customer?

B. If information is delayed, how and when will the customer be notified?

C. What transaction reports are reported in prior day reporting?

D. What prior day reports are available? Provide samples of all prior day balance and transaction reports.

If the electronic banking system allows access to current day information, discuss:

- A. How frequently is this information updated throughout the day?
- B. If information is delayed, how and when will the customer be notified?
- C. What transaction types are reported in current day information?
- D. What current day reports are available? Provide samples of all current day balance and transaction reports.

What are the hours of access of the electronic banking system? Discuss any differences between availability for information reporting and transaction initiation?

Discuss the inquiry capabilities of the electronic banking system.

How many days of history can be accessed through the system? Provide sample reports.

What other bank services are available through the system? List all transaction types (e.g. wire transfers, ACH payments, and receipts, stop payments) that can be initiated using the electronic banking system.

Discuss the bank's cut-off times for customer initiation of ACH transactions or wire transfer requests.

Secured file delivery is required. Is secured file delivery via the Internet available?

Automatic, electronic notification of account balance information, based on criteria determined by the City, is necessary. Does your electronic banking system have the capability of such notification?

The City needs the capability to re-present NSF checks electronically. Does your electronic banking system have the capability?

Discuss the security features of the electronic banking system.

Describe the process for adding and deleting users of the electronic banking and information reporting system.

- A. What methods (e.g. phone, fax, PC, Internet) may be used to initiate requests to add or delete users?
- B. How quickly can users be added or deleted?

Describe the capabilities of the electronic banking system to segregate user authority by function (e.g. access account information, initiate transactions, approve transactions).

Discuss the type and level of any authentication and encryption methodology used for communicating with customers.

Additional Services

Please list any services you can provide the City that have not been listed above, including cost per unit.

Exceptions

Please list any exceptions to the requested services or requirements.