

**Delaware Department of Transportation**  
**QUESTIONS AND ANSWERS**  
**Banking Services**  
**1694 Request For Proposals**  
**Tuesday, March 25, 2014**

Q #	Question	Answer
52	In our review of your existing service description and account analysis, the Authority has 2 line items relative to volumes for cash deposit. One is Vault Dep Curr Per Bill (Strap Count) and the second is Vault Deposited Curr Per \$1 - Dunbar. Please advise regarding the difference between these 2 service lines.	The 2 line items for \$1.00 is the difference between strapped \$1s and loose \$1s. The deposit reconciliation that was provided by Dunbar did not include the DTA as a whole, only Tolls. The account analysis statements provide the amount of coins and coin orders per statement cycle that they can use to approximate the totality of what the DTA will need.
51	Do you follow your own procedures for collateral or do you roll under and follow the State's procedures?	Yes, we follow the states procedures.
50	Who performs your PCI compliance?	Merchant service is not a part of the RFP.
49	How often do you perform security scans and who do you use?	Merchant service is not a part of the RFP.
48	What is the breakdown between card present and card not present transactions?	Merchant service is not a part of the RFP.
47	Are any leased lines or frame relays currently used? If yes, please detail number, which merchant entity is using it, and which floor of the building the frame relay is located on.	Merchant service is not a part of the RFP.
46	Do you use any software or gateways? Please detail.	Merchant service is not a part of the RFP.
45	Do you use pin pads? If yes what is the make, model and	Merchant service is not a part of the RFP.
44	Do they connect via IP, dial or wireless?	Merchant service is not a part of the RFP.
43	If terminals please detail. Are the terminals owned or leased? What is the make and model?	Merchant service is not a part of the RFP.
42	What equipment, software or gateways are used by DTA? Please detail name and location using them.	Merchant service is not a part of the RFP.
41	How many merchant numbers do you use?	Merchant service is not a part of the RFP.
40	Can this be broken down by merchant number with entity listed?	Merchant service is not a part of the RFP.
39	What is your annual credit card processing volume and number of transactions?	Merchant service is not a part of the RFP.
38	Can monthly card processing statements be provided?	Merchant service is not a part of the RFP.
37	Who is your current Merchant Services provider?	Merchant service is not a part of the RFP.
36	The RFP states that Garda handles the deposits, but the volumes are from Dunbar. Are you looking to contract with Garda? We would need to know so we can price for one or the other.	We have a contract with Garda, who takes our deposits to M & T. The volumes are reported from Dunbar. Dunbar is currently who M & T uses to receive our armored carrier deposits. We do not have a preference for who will handle the deposits, as long as they are capable of receiving the deposits from Garda carrier.

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35	What do you mean by 'regular bank number and recon reference ID'?	This is in reference to the BAI nightly transfer. The Recon Reference Id is a key field in the bank file. It is used to identify the owner of the depository transaction and to reconcile the transactions. Typically the Recon Reference Id is the serial number on a deposit slip, ACH number, Remote Check Number or Returned Item Number.
<b>Friday, March 21, 2014</b>		
34	On page 2 of the RFP, we noticed that you do have a provision that allows for possibly granting an extension of the due date for providing a response. We were hoping that the State may allow an extension of the bid deadline for at least another week or more so that we could properly prepare a comprehensive technical and competitive pricing proposal for the authority to review.	At this time we are not offering an extension.
<b>Wednesday, March 19, 2014</b>		
33	Which transportation entity will be contracting with the new procurement: Delaware Transportation Authority or the Department of Transportation?	The Delaware Transportation Authority (DTA) was created as a body politic and corporate, constituting a public instrumentality of the State with the powers, duties and functions provided therein and in Chapter 14 of the State Code. The DTA as well as DelDOT and all other State Agencies use the same W-9 and tax ID Number.
32	Are you currently using Safe Vaults?	Yes
31	Does the RFP include transportation costs or will this be handled separately by the State?	This is handled by State contract with Garda
30	Does this company also pick up and process checks?	Yes
29	What company currently provides processing for coin and currency?	Garda
28	What company currently provides transportation for coin and currency?	Garda
27	What specific reporting is required? (provide samples if possible)	For coin/currency Garda provides report: see Attachment A
26	What is the credit timeline expected on cash and coin deposits?	The same day
25	Please provide us with 3 months of Merchant Account Statements.	No merchant services will be required therefore this information is not available

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24	Please provide us with copies of the Account Analysis Statements and Checking Account Statements from your current bank or an excel spreadsheet listing services, accounts, item counts, volumes and account average collected balances and the treasury management services used.	See attached Attachment A & B for additional information
23	Please let us know what the collateral requirements would be.	See Attachment C
22	<b>Wire Payments:</b> Is wire transfer part of your EFT requirements? If so, please elaborate on your requirements to use wire transfer and indicate your anticipated monthly volumes for wire transfer payments and wire transfer deposits.	See attached Attachment A & B for additional information. In addition, please see response to Q19.
21	<b>Lockbox Volumes:</b> Are there payments that will be received at a lockbox?	No.
20	Will you require disbursement services as part of this proposal? If so, will you please provide the transaction types, respective volumes (# of transactions and associated \$s) along with the corresponding payment initiation functionality?	See attached Attachment A & B for additional information
19	Will you require a Zero Balance Account service to move funds to a master or concentration account?	Yes. On the 15 <sup>th</sup> of the month, and the last day of the month the account balances will be transferred.
18	Do you receive any addenda via ACH? If so, what is the volume?	See attached Attachment A & B for additional information
17	Page 4, Section II, Indemnification - We request further clarification regarding this section. Is the vendor being requested to indemnify the State under the contractual relationship even in instances where the state was solely or partially responsible for its loss? Would the State be willing to consider modified indemnification provisions (e.g. limits on vendor's liability to breach of a standard of care) that would be mutually agreeable to both parties?	These details will be further negotiated with the selected vendor following award.

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16	Page 4, Section II, 1st Paragraph - The second sentence in the first paragraph states that “the State reserves the right to incorporate its standard contractual provisions” into any services contact. Would you please share with us the details of your “standard state contractual provisions” so that we can insure we can support these requirements?	These details will be further negotiated with the selected vendor following award.
15	Page 1, Required Accts. - Please provide volumes (# of transactions and associated \$s) for the various deposits. (Cash, Check, ACH, EFT, credit cards and account transfers)	See attached Attachment A & B for additional information
14	Page 1 - Who is the incumbent? How long they have been serving in this capacity?	M & T Bank Corporation (formerly Wilmington Trust) has provided these service for over 10 years.
13	Page 5, Section III. Submission Requirements, #2 - Is the address correct for the proposal submission? The RFP has the street address as: 800y Road, Dover, DE 19901. Should this read: <b>800 Bay Road, Dover, DE 19901</b> ?	Yes. I apologize for the error.
12	Does the Authority participate in the State’s P-Card program?	Yes on P-Cards but not in reference to these accounts
11	Does the Authority use credit cards – commercial cards?	No.
10	What are the current vendor payments made and number of vendor payments issued?	See attached Attachment A & B for additional information
9	What are the balance/transaction activity levels for merchant services?	See attached Attachment A & B for additional information
8	Does the Authority currently use electronic collection/deposit services such as Payment Collection Gateway, Remote Deposit Online, etc.	Yes
7	What are the balance levels currently invested overnight?	See attached Attachment A & B for additional information
6	Page 4, Indemnification – would the Authority accept mutual non-indemnification?	No.
5	What are the service activity levels for each of the required accounts? What are the balance levels maintained in the accounts? Can you provide the account analysis statements?	See attached Attachment A & B for additional information
4	Does the Authority hold the courier contract if that is the method of transport to the bank?	Yes. It is currently held by Garda

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3	How are the deposits transported to the bank?	Armored carrier
2	Who is the Authority's current bank(s) of record?	M & T Bank Corporation
1	Page 1, Required Accounts sections a, b, c, and d – Each of the accounts reference locations and facilities from which deposits are made to the accounts, can you provide the facility location addresses?	<p><b>New Castle DMV</b>, Airport and Churchmans Road, New Castle, DE 19720  <b>Greater Wilmington DMV</b>, 2230 Hessler Boulevard, New Castle, DE 19720  <b>Dover DMV</b>, 303 Transportation Circle, P.O. Box 698, Dover, DE 19903  <b>Georgetown DMV</b>, 23737 DuPont Blvd, Georgetown, DE 19974  <b>I-95 Toll Plaza, Newark DE</b>, 1200 Whitaker Road, Newark, DE 19702  <b>SR-1 Toll Plaza, Dover DE</b>, 200 Plaza Drive, Dover, DE 19901  <b>SR-1 Toll Plaza, Middletown DE</b>, 2111 DuPont Highway, Middletown, DE 19709  <b>Trans Core</b>, 2111 DuPont Pkway, Middletown, DE 19709</p>