**Exhibit 5: Questionnaire**

*This soft copy version of the questionnaire is provided for the convenience of the vendor. Please insert the completed, printed questionnaire into the proposal as Tab D.*

**Account Reconciliation Program**

1. Do you offer full ARP with your controlled disbursement services? Partial ARP? Are they available via the Internet (where the State retrieves) or via transmission (where the bank sends)? *This is for the benefit of the user State agencies, not the Treasury.*

2. Are serial numbers repaired as part of the account reconciliation process?

3. May we specify cutoff dates for ARP reports? For bank statements?

4. How soon after cutoff will the following be available?

* Full recon: Canceled checks via your website
* Partial recon: Bank statements
* Partial recon: Canceled checks via your website

5. The State intends to store images of checks rather than the checks themselves. Please describe your bank’s check imaging service, including:

* Any special hardware and software requirements for the State.
* Storage and image retrieval options (length of time, types of media, etc.)
* Image formats.

6. Briefly explain how your online stop payment service works. Please include:

* Daily deadline for stop payment actions, including rescinding orders.
* How stops are renewed after the initial period expires.
* Options, such as dollar range, that may exist.
* Limitations and special considerations.

**Information Reporting – Online**

1. For historical reports, how far into the past can online reports be retrieved? If it varies by type of report, then please provide details.

2. It is useful for Treasury and agencies to download and print online statements and reports. What formats are available for download and print? Adobe Acrobat? Plain text? MS Word? MS Excel?

3. What Internet security features are in place to safeguard State data?

4. Are daily statements in BAI format available via your online reporting system?

5. How frequently is your online balance and transaction information updated? Does the bank have a standard (in terms of minutes) for posting information to the website? (If there is a report availability schedule, please include that.)

6. Can the bank provide detailed information online for:

* Deposits?
* Return items?
* Items pending return?
* Deposit corrections?
* Miscellaneous debits and credits?

7. Are images of returned checks available online? Briefly describe the information available for returned items.

**Information Reporting – Transmission**

1. Treasury desires to not only get a daily BAI file via the bank’s secure website, but also to have a BAI file transmitted to the State’s automated accounting system (FSF). Please explain how such file transmissions are typically made. What are the basic system requirements?

**Impact of Regulatory Changes**

1. Do you pass along FDIC charges exactly as you are charged? How often is it calculated? How often is it charged? If not passed on exactly as charged, why not?

2. Will we receive “real time” online notification of any daylight OD on our account?

**Account Setup and Statements**

1. What is your field size for naming the individual accounts?

2. How many lines are permitted in the name/address portion of the statement?

3. Will the bank block a certain amount of account numbers for use by the State?

**E-Commerce and Internet Capabilities**

1. Do you have ability to interface with the following vendors for various reporting, and reconcilement systems:

* Chesapeake System Solutions – automated reconciliation
* Peoplesoft Financials – outgoing ACH files creation

2. Please list any other major vendor with which you have working experience.

3. Specific to E-Commerce and Internet capabilities, describe your security, authorization protocol, and authentication requirements. (Please indicate if this has been address elsewhere in your questionnaire responses.)

**Retail branch banking**

1. How many retail branches do you have in Delaware? How are they distributed by county?

2. Do any branches offer extended hours for over-the-counter service? If so, please identify their locations and extended hours.

3. Is check imaging accomplished at the branch level? At a central location?

4. What restrictions do you place on the size of each deposit batch? Any other restrictions?

**Relationship Management**

1. From what location will your State of Delaware relationship be managed?