

**QUESTIONS AND ANSWERS RELATED TO THE IOWA FINANCE AUTHORITY**  
**COMMERICAL BANKING SERVICES RFP**

1) RFP Section 4.2.4 Technical Proposal – Termination, Litigation, Debarment (Page 12)

Question: The bank does not disclose customer contract details, nor do we discuss pending litigation. Will that disqualify us from being considered per the items in this section?

Answer: Respondents should provide as much detail as possible regarding any termination, litigation or debarment over the past five years. Failure to disclose these matters may result in rejection of the Proposal or termination of any subsequent Contract.

2) RFP Section 4.2.7 Proposal Certification – Attachment D (Page 13)

Question: Please confirm Attachment F is indeed the Fee Proposal.

Answer: An updated version of the Attachment F – Fee Proposal spreadsheet has been posted.

3) RFP Section 6.2.3 Ratings (Page 15)

Question: In the case the financial institutions are not publicly held, would you accept other ratings, accolades of that bank in lieu of what is noted?

Answer: Other ratings from a verifiable source would be considered, however, accolades would not be accepted.

4) RFP Section 6.6 On-Line Check Deposit Services (Page 16)

Question: Does the Authority currently have remote desktop services? If yes, does the Authority currently use scanner(s) and if so, what type?

Answer: For the scope of this proposal, the Authority currently utilizes a Panini (Vision X model) for remote desktop services.

5) RFP Section 6.7 On-Line Wire Transfer Origination Services (Page 16)

Question: When submitting and receiving wires, are these always in US dollars and domestic wires?

Answer: The Authority sends both domestic and international wires, however, most of the Authority's wire transactions are domestic wires in US currency.

6) RFP Section 6.11 Receivables (Page 16)

Question: For merchant processing, will you be sending some additional information in how you are currently processing merchant, ex. Physical terminal, online or other? Are you interested in supplying a merchant statement to allow us to provide you with a cost comparison? If not, would you supply currently overall average monthly volume of transactions processed, and average monthly transaction amounts?

Answer: IFA is not currently utilizing merchant processing, therefore, there are no statements or volume data to provide. IFA is looking to add this service offering.

7) RFP Section Fee Attachment F – Fee Proposal

Question: May the respondent add additional line items to the fee proposal as necessary?

Answer: Please provide a separate Excel schedule for additional services not already included in Attachment F and include pricing in that schedule.

8) RFP Section Fee Attachment F – Fee Proposal

Question: Would it be possible to receive a fee table that allows us to edit the monthly volumes as well?

Answer: Please provide a separate schedule for additional services not already included in Attachment F or services with differing fee structures. Please include pricing in that schedule.

9) General Banking Questions

Question: Will follow up questions be allowed once answers are provided from Iowa Finance Authority?

Answer: The RFP Procurement Timetable does not allow time for additional questions and responses prior to the Proposal submission deadline.

10) General Banking Questions

Question: Does IFA have plans to update financial technology in the near term?

Answer: The Authority strives to continually monitor services and update financial technology as necessary to meet customer needs.

11) Merchant Questions

Question: What types of payments should be anticipated to come through merchant processing? What types of transactions are processed for as card present (Retail)? Please provide 3 months of merchant statements. By department, please list POS systems in use today by company and software name. Are you charging a service fee?

Answer: IFA is not currently utilizing merchant processing, therefore, there are no statements or volume data to provide. IFA is looking to add this service offering in the future for certain fee payments collected, but we do not currently operate any POS systems and do not have an established fee schedule currently. IFA would not be accepting any retail/card present transactions.

## 12) Departmental Standalone processing Questions

Question: Do you process with standalone (non-integrated) desktop or mobile terminals? Do you process eCheck payments? Do your live agents process payments via the phone by key entering the data into a terminal of payment gateway? Do you accept payments via an IVR service that you host?

Answer: IFA does not do standalone processing through desktop or mobile terminals. IFA does not process or accept eCheck payments at this time. IFA does not have live agents to process payments via phone or IVR service.