**PLEASE NOTE THE DEADLINE FOR THIS RFP HAS BEEN EXTENDED TO APRIL 9, 2020 AT 5:00PM**

**Responses to Questions - Banking and Cash Management Services**

1. If a bank has branches in Clinton and Old Saybrook (within 4 miles of Town Hall) is that a reasonable distance to not require bank provided transportation?

*Response – yes Clinton and Old Saybrook are a reasonable distance to not require bank provided transportation*

1. Please provide the volume information for the various services currently utilized by the Town

*Response – we are working with our current vendor to provide that information*

1. Can the bank provide a link to financials in lieu of a hard copy?

*Response – yes, a link to financials is acceptable in lieu of a hard copy*

1. What is the average amount of loose coin included in a deposit?

*Response – around $30 in coin and it is all rolled*

1. Should the Certificate of Insurance be included with the Response or is it only required if the bank is awarded the bid?

*Response – it would be preferable if the Certificate of Insurance could be sub*

1. Do you currently have a Lockbox Provider?

*Response – no, we do not currently have a lockbox provider. We are looking to have those services priced out.*

1. Is your lockbox processed all year round?

*Response – we do not currently utilize lockbox services*

1. Where is your PO Box located today and is it owned by the Town?

*Response – we do not have a PO Box*

1. Do you provide envelopes for remitting of payments? Is it a window or non-window envelope?

*Response – yes we do provide envelopes and there are window envelopes*

1. Can you provide samples of your remittances?

*Response – we should be able to provide pdf documents upon request*

1. What tax software are you using today (e.g. QDS, MUNIS, etc)?

*Response – we currently us Infinite Visions (a Tyler product), but are planning a switch at some point in the near future.*

1. Can you provide a monthly breakdown of volume for the lockbox line items listed in Attachment C?

*Response – at this time we do not currently have lockbox services, but are looking for pricing to be included in the proposal.*