

## RFQ 2025-02 – Banking Services Questions & Answers Addendum No. 1

### Purpose

This Questions & Answers (Q&A) Addendum is issued to clarify the Bank Fee Proposal Template and related terminology used in RFQ 2025-02 – Banking Services. The information contained herein is applicable to all Offerors and shall be incorporated into the RFQ.

### Question 1

In review of the Bank Fee Proposal Template, please clarify how the Fayetteville Housing Authority uses the following services and how Offerors should align pricing where terminology differs from standard bank fee structures:

- Account Reconciliation – Full Maintenance
- Information Services – Image Retrieval (BA Direct)
- Banking Center Deposit versus Checks Deposited
- On-Us and Off-Us check classifications

### Answer 1

The Bank Fee Proposal Template is intended to capture anticipated service activity and associated costs using generic, bank-neutral terminology. Offerors may align their standard products, services, and pricing methodologies to the template line items, provided that pricing reasonably reflects the described activity and anticipated volume.

**Account Reconciliation – Full Maintenance** refers to standard reconciliation support and reporting typically provided with commercial or public-sector checking accounts, including access to account analysis, balancing tools, and reconciliation reports through the bank's online banking platform. The Authority is not requesting specialized or manual reconciliation services beyond standard commercial offerings.

**Information Services – Image Retrieval (BA Direct)** refers to electronic access to images of paid checks and deposited items through the bank's online banking platform, including the ability to view, download, and retrieve images for audit, reconciliation, or recordkeeping purposes. Paper-based or manual image retrieval services are not required.

For **Depository Services**, the Authority recognizes that financial institutions may classify deposited check items using standard banking terminology such as **On-Us** (checks drawn on the same financial institution) and **Off-Us** (checks drawn on other financial institutions). For purposes of the template:

- **Banking Center Deposit** represents a physical deposit transaction made at a branch location, regardless of the composition of the deposit.
- **Checks Deposited** represents the number of individual check items included within those deposits.

Offerors may reflect pricing using their standard On-Us and Off-Us classifications within the applicable line items or otherwise map their standard deposit pricing to the template categories. Offerors may include brief explanatory notes or footnotes within their pricing submission to describe how their standard fee structure aligns with the template. Failure to use identical terminology shall not render a proposal non-responsive, provided pricing is clear, reasonable, and reflective of anticipated service activity.

**End of Q&A; Addendum No. 1**