



Request for Proposal (RFP) Addendum

RFP No. 26-029

Addendum Two (2)

RFP Title Banking Services

May 19, 2026

I. Pursuant to the Instructions to Offerors, Section 4. Addenda, the above referenced solicitation is hereby amended as follows:

1. The Solicitation Terms and Conditions section has been removed in its entirety and replaced with the following:

TERMS AND CONDITIONS

1. Financial Institution Agreements and Treasury Terms

GoTriangle recognizes that Financial Institutions may require the use of their standard Commercial Bank Services Agreement, Treasury Management Agreement, Treasury Terms and Conditions, and any other documents governing the provision of banking, deposit, and treasury services (collectively, the “Banking Agreements”). As part of the proposal submission, the Financial Institutions are required to provide copies of their standard Banking Agreements.

Following evaluation and selection, GoTriangle reserves the right to negotiate the final contract terms with the highest ranked Financial Institution. Such negotiations may include, but are not limited to, the Financial Institution’s Commercial Bank Services Agreement, Treasury Terms and Conditions, service-level provisions, operational procedures, indemnification language, liability provisions, cybersecurity requirements, and other applicable banking terms.

The final agreement shall consist of mutually agreed-upon terms and conditions acceptable to both parties and approved in accordance with GoTriangle’s applicable procurement and legal requirements. Submission of a proposal does not obligate GoTriangle to accept any Financial Institution standard terms in whole or in part. Nothing contained in the Financial Institution’s standard agreements shall supersede applicable federal, state, local laws and regulations.

2. The Instructions to Offerors section is updated as follows:

2.1. Section 1. Anticipated Procurement Schedule has been revised as follows:

RFP Issue Date:	<u>04/14/2026</u>
Pre-Offer Conference:	<u>Pre-Offer conference will not be conducted</u>
Requests For Clarification Due:	<u>04/28/2026 before 2:00 PM local NC time</u>
Exceptions to Terms and Conditions, if applicable:	<u>04/28/2026 before 2:00 PM local NC time</u>
Final Addendum Published, if applicable:	<u>05/19/2026</u>
Proposal Due Date and Time:	<u>06/09/2026 before 2:00 PM local NC time</u>
Proposal Evaluation:	<u>06/09/2026 - 06/30/2026</u>
Demonstartions, Negotiations and BAFO:	<u>07/01/2026 - 07/14/2026</u>
Notice of Intent to Award:	<u>07/28/2026</u>
Contract Execution:	<u>Upon GoTriangle's Board approval</u>

2.2. Section 6. Proposal Content was revised to include the following:

6.17. The Offeror shall provide copies of its standard Banking Agreements such as Commercial Bank Services Agreement, Treasury Management Agreement, Treasury Terms and Conditions, and any other documents governing the provision of banking, deposit, and treasury services. *(No page limit)*

3. The Attachment K – RFP Response Checklist is updated to reflect the requirement added to Instructions to Offerors, Section 6. Proposal Content, subsection 6.17.

II. Questions & Answers:

1. If a Financial Institution submits exceptions to the Terms and Conditions using Attachment I-1 by the stated deadline, will GoTriangle consider negotiating those terms with the selected Financial Institution prior to contract execution?
 - a. Yes.
2. Please confirm if Financial Institutions are permitted to include a cover letter and Executive Summary. If so, please provide the page limit for each.
 - a. Yes, financial institutions may include a cover letter and executive summary – not to exceed three pages in total.
3. Does GoTriangle want the table of contents on the cover page, or is it ok if we provide the table of contents on the next page?
 - a. The table of contents may be on the next page.

LOCKBOX:

4. What types of payments are processed through the lockbox? Do those payments include remittance information?
 - a. Check payments are processed through the lockbox and they do include remittance information.
5. What types of payments are processed at the lockbox? Please confirm payment types and remittance details. Do invoices accompany the deposit? How many pieces of correspondence (mail without check) do you receive through the lockbox each month?
 - a. Check payments are processed through the lockbox, which includes remittance information. Invoices are referenced in some of the remittance details, but not all. GoTriangle typically doesn't receive correspondence without checks through the lockbox.
6. Do you require any manual data entry or a daily posting file from your lockbox provider? What data fields are being captured? Can you provide the specs for a posting file if required?
 - a. Currently, GoTriangle has a manual process to post the items into the ERP system (D365). We download the deposits through the lockbox and then create entries, matching payment to customers in the ERP system. Refer to Section 1.2 Current Enterprise Resource Planning (ERP) System. GoTriangle currently utilizes Microsoft Dynamics 365 (“D365”) as its ERP system, which is currently under evaluation; as such, please provide your integration capabilities with D365, as well as any other ERP systems.

7. In Exhibit A, 7.7 Standard Reassociation/Item Print, can you provide further explanation for this billing point?
 - a. Standard reassociation is the process of physically matching a copy of a check with the remittance document for imaging.
8. Where is your current PO Box located? Does GoTriangle own the PO Box or own by current bank? Do you require the PO Box to be in North Carolina?
 - a. The current PO Boxes are owned by our current banks (one is located in Charlotte, NC and the other is located in Atlanta, GA). As part of the consolidation, GoTriangle will move to one lockbox with the preference that it be located in North Carolina. GoTriangle is open to evaluating any and all proposed alternatives to the lockbox.

REMOTE DEPOSIT CAPTURE (RDC):

9. What types of payments are processed in-house using remote deposit capture (RDC)?
 - a. Checks.
10. How many RDC devices are currently utilized? How many locations are RDC devices used?
 - a. GoTriangle currently uses two RDC devices, but we are looking to consolidate to one with the consolidation of banking services to one financial institution as stated in Section 3.1.1 Transit Operations. The RDC device will be used at one location.
11. For each RDC device, please provide the scanner manufacturer, name, and model?
 - a. GoTriangle is looking for the selected financial institution to provide the scanner.
12. For RDC deposits received by 2:00 pm EST, is same-day posting and funds availability required, or is same-day ledger credit with next-business-day availability acceptable?
 - a. Same day-ledger credit with next business day availability is acceptable.
13. Does the same-day credit requirement apply uniformly across all deposit channels (branch, lockbox, RDC), or are different posting and availability standards permissible by channel?
 - a. Different posting and availability standards by channel are permissible. Please clearly list availability of all deposit channels.
14. Are standard risk-based or regulatory availability schedules for RDC deposits acceptable provided deposits are credited on the same business day?

- a. Yes, standard risk-based or regulatory availability schedules are acceptable. Please clearly list availability.
15. Should a distinction be maintained between posting time and funds availability for operational or reconciliation purposes?
- a. Please provide your schedule for funds availability for both operational and / or reconciliation purposes.
16. Are all checks deposited exclusively Remote Deposit Capture? If any checks are deposited via cash vault, please provide the average monthly volume.
- a. Checks are also processed via the lockbox in addition to via the cash vault. The volume processed via cash vault is approximately less than 10 per month.

PURCHASING CARD (P-CARD):

17. Who is GoTriangle's current P-Card provider?
- a. See Section 1.3 Credit Cards. GoTriangle currently doesn't have a p-card program but instead has twenty-six business credit cards used by employees for purchases. Current provider is Truist.
18. Does GoTriangle currently use a P-Card program and a credit card program? Would you be looking to transition from credit card to P-Card?
- a. See Section 1.3 Credit Cards. GoTriangle currently has twenty-six business credit cards used by employees for purchases. We are open to a similar program or a transition to a P-card program.
19. Please provide more details regarding how your cards are being used (e.g., travel, meals, fuel, vendor purchases, emergency expenditure)?
- a. The current credit cards are used for travel, meals, and vendor purchases.
20. Are P-Cards currently issued to individual employees, departments, or both?
- a. The current credit cards are issued to individual employees.
21. What is the current card statement cycle and grace period for payment?
- a. The current card statement cycle is monthly with a 25-day grace period for payment.
22. What is the expense management process in place for your current program?

- a. Currently this is a manual process, but, as shared in Section 1.2 Current Enterprise Resource Planning (ERP) system, GoT is looking to integrate with the ERP system evaluation and / or any program you propose.
23. Are cardholders required to submit receipts and transaction coding? If yes, how are they submitting this information?
- a. Yes, cardholders are required to submit receipts and transaction coding, which occurs outside of our ERP system. Currently this is a manual process, but, as shared in Section 1.2 Current Enterprise Resource Planning (ERP) system, GoT is looking to integrate with the ERP system evaluation and / or any program you propose.
24. If receipts are submitted, is this required for all purchases or just those over a certain dollar threshold?
- a. Receipts are required for all purchases.
25. Does GoTriangle currently receive a rebate or incentive associated with P-Card program (e.g. reward, statement credits, cash rebates)?
- a. GoTriangle currently has a reward program associated with the current credit card program.
26. Would GoTriangle be willing to provide a full 12 months of total vendor spend in the attached format to evaluate the opportunity of an virtual AP virtual card program?
- a. Not at this time.
27. Please provide current limit and monthly spend.
- a. There is currently a \$56k limit. As shown in Exhibit A, GoTriangle currently has approximately 100 transactions per month with an average monthly spend of \$23k.

OVERDRAFT PROTECTION:

28. What type of transactions requires intraday overdraft coverage?
- a. Wires would require intraday overdraft coverage. GoTriangle is willing to revisit the intraday overdraft limit requirement with customer service guarantees regarding processing of wires.
29. Are there specific times of day where there is high-volume processing periods or cutoff deadlines when intraday liquidity support is most critical?

- a. There is not a specific time of day when intraday liquidity support is most critical. GoTriangle is willing to revisit the intraday overdraft limit requirement with customer service guarantees regarding processing of wires.
30. Is \$5,000,000 overdraft threshold based on historical peak intraday exposures or projected future activity?
 - a. The threshold is based on historical peak intraday exposures, which are in line with projected future activity. GoTriangle is willing to revisit the intraday overdraft limit requirement with customer service guarantees regarding processing of wires.
31. Are there seasonal, event-driven, or cyclical fluctuations that should be considered for the requested overdraft threshold?
 - a. The main driver of the requested overdraft threshold is for routine quarterly transactions. GoTriangle is willing to revisit the intraday overdraft limit requirement with customer service guarantees regarding processing of wires.
32. Who is your current Armored Services Provider? When does the contract end?
 - a. Brink's U.S. is the current armored services provider. The contract is slated to expire in June 2027.
33. Would GoTriangle want to maintain their contract with their armored transport? Would they desire to have services (cash vault and armored transport) provided through a two-party system (bank and GoTriangle)?
 - a. GoTriangle is open to all possible solutions proposed by the financial institution.
34. Please confirm whether the domestic-non repetitive wire and book transfer represent outgoing transactions?
 - a. Domestic non-repetitive wire is an outgoing transaction. Book transfers are both an outgoing and incoming transaction.
35. ****COMPANY NAME**** provides rider payment solutions for the CATS system in downtown Charlotte and many other areas of the city. If you are looking for payment portal services (Online, Mobile, Counter, Phone...etc.) - please let me know if we should respond this Bid or provide with more context for future Bids.?
 - a. GoTriangle mandatory requirement consists of core banking services as listed on page 4, Section 1.
36. Please list GoTriangle's online payment methods and channels used.
 - a. PayPal, merchant services, Card Connect (UMO app).

37. What is the transaction volume typically average for TDA and TDA C accounts?
 - a. TDA A and TDA C each typically receive no more than five incoming ACH transactions per month and send approximately three ACH per month.
38. Please provide information on the average cash deposit (coin/currency volume).
 - a. Per Exhibit A, GoT averages ~32 deposits per month with a total average of ~\$7,600 per month in cash deposits.
39. May a money market be proposed that will sweep from the DDA?
 - a. Yes, as long as it complies with all applicable federal and state regulations.
40. Please provide the quantity of any change orders as listed in Section 4.2.
 - a. GoT doesn't routinely place change orders.
41. Are there any specific resolution or DPI requirements on the electronic images of checks?
 - a. As shared in Section 1.2 Current Enterprise Resource Planning (ERP) System, GoTriangle currently utilizes Microsoft Dynamics 365 ("D365") as its ERP system, which is currently under evaluation; as such, please provide your integration capabilities with D365, as well as any other ERP systems.
42. Referencing Section 6.3; Could GoTriangle provide file format Specifications for the electronic format?
 - a. As shared in Section 1.2 Current Enterprise Resource Planning (ERP) System, GoTriangle currently utilizes Microsoft Dynamics 365 ("D365") as its ERP system, which is currently under evaluation; as such, please provide your integration capabilities with D365, as well as any other ERP systems.
43. Will merchant service needs be considered in the GoTriangle?
 - a. Fares are processed through merchant services (Global Payments, Card Connect, PayPal).
44. Can deposits be held in IntraFi Insured Cash Sweep (ICS) accounts? ICS is approved by State Treasurer.
 - a. Yes, as long as it complies with all applicable federal and state regulations.
45. Is a payroll service vendor currently being utilized, or is payroll completed in-house?
 - a. Payroll payments are processed through a third-party.
46. Will a Smart Safe solution be considered v. Armored Car Service?

- a. GoTriangle is willing to consider various solutions and would welcome any proposal.
47. Does GoTriangle have check validation service today? If so, who is the vendor?
- a. Yes. GoTriangle currently utilizes CrossCheck, Inc. for check validation services.
48. The RFP Section 1.1 references Bank A. What is the name of Bank A?
- a. Bank A is Truist Bank.
49. Is GoTriangle interested in growing their P-Card program to include additional cardholders and additional approved use-cases?
- a. Yes.
50. Please define what deposits would be eligible for interest bearing accounts.
- a. All deposits, with the exception of the funds in the escrow account, would be eligible for interest-bearing accounts.
51. Do your current banks provide deposit slips at no cost? Please provide estimate of deposit slips, bags, and stamps ordered annually.
- a. GoT orders approximately 350 deposits slips and bags annually. Stamps are typically a one-time purchase.
52. How many accounts have remote deposit?
- a. Currently, two bank accounts are associated with the remote deposit scanners. However, as stated in Section 3.1.1 Transit Operations, GoT will consolidate banks for transit operations and as such, there will only be one account in the future.
53. Has GoTriangle ever considered eliminating the lockbox due to lower monthly transactional volume?
- a. Yes.
54. What type of ACH transactions do you receive (CCD, CTX)? What addenda is typically included with these? Are ACH and Wire receipts automatically posted or is it a manual process?
- a. GoTriangle typically receives CCD transactions. The included addenda is minimal. ACH and wires are not automatically posted; rather it is a manual process. Ideally, once the ERP system evaluation is completed, this process will be automated. As such, please provide your integration capabilities with D365, as well as any other ERP systems.

55. Does GoTriangle use a reconciliation service (full or partial reconciliation) in conjunction with your positive pay services?
- a. No.
56. Please describe the standard re-association that is currently provided in lockbox?
- a. Standard reassociation is the process of physically matching a copy of a check with the remittance document for imaging.
57. What lockbox service(s) does item print currently provide?
- a. Item print currently creates digital images of the checks and remittance documents, including a summary of the individual batch transactions.
58. For the response and all forms that require signatures, is an electronic signature acceptable?
- a. Yes.
59. Will GoTriangle consider a notice of 10 business days for oral presentations to prepare for the upcoming summer months that include personal travel?
- a. Yes.
60. Your requirement for same day credit on deposits made before 2:00 pm, do you mean simply deposit posts or actual availability that day? Is this requirement flexible?
- a. GoTriangle expects that cash deposits made prior to 2 PM be available same day and other deposits to post same day. GoTriangle is willing to be flexible with this requirement. Please provide a detailed listing of availability for all deposit types.
61. Are you looking to get out of your current armored transport services? Would you be open to a new solution?
- a. GoTriangle is willing to consider various solutions and would welcome any proposal.
62. The RFP states the business credit card is for employees. Is there a purchasing card component of it used for A/P not included in the provided monthly spend or an intent/opportunity to add one at this time? If the latter, would GoTriangle be willing to provide vendor spend information?
- a. Section 1.3 Credit Cards. GoTriangle currently has twenty-six business credit cards used by employees for purchases. We are open to a similar program or a transition to a P-card program.

63. Are the TDA accounts depository interest bearing accounts or institutional investment accounts? If the latter, do you have an investment policy.
- a. The TDA accounts are depository interest bearing accounts.

ALL OTHER TERMS, CONDITIONS, AND REQUIREMENTS REMAIN IN FULL FORCE AND EFFECT.