#### Form E: Services Applicable for Modules 1, 2, 3, and 4

(Only firms proposing for Module 1, 2, 3, or 4 should respond to this section. Please limit your answers to Form E to no more than 60 pages.)

* 1. **BACKGROUND INFORMATION**

The scope of work included in Modules 1, 2, 3, and 4 all require, or may require in the future, a common set of banking services to be provided in addition to services that are unique to each respective Module. This form will allow responding firms to provide information that will be relevant to multiple Modules without having to answer the same set questions multiple times.

Across all of the modules, the following files are transmitted to/from CCSF’s banking partners.



Desired services include:

1. Offer an electronic copy of monthly bank statements by email or downloadable from an online portal
2. Offer all the critical fraud tools and products necessary to protect City’s funds
3. Assign a dedicated account representative to handle day-to-day operational requests
4. Integrate with Peoplesoft to facilitate accounting and reconciliation
5. Offer a robust online banking platform
6. Ability to meet the branch, vault, and RDC needs of CCSF
7. Provide online access to deposited item images
8. Provide images of returned/NSF checks via transmission (IRI- Incoming Returns Image Service)
9. Provide a competitive earnings credit rate for uninvested balances
10. Provide an overnight investment service (sweep) and/or interest-bearing account for excess cash balances in the demand deposit accounts
11. Work with CCSF to expand the use of automated transaction reporting and reconciliation

The forms for each Module contain detailed background information on the services required within the Module.

* 1. **REQUESTED INFORMATION**

1. **Key Proposed Personnel**
2. Provide the name, title, address, phone number, and email address of the primary contact person(s) assigned to this account.

|  |  |
| --- | --- |
| **Relationship Manager / Product Specialist** | **Routine (Day-to-Day) Requests – Individual and/or Department** |
|  |  |

1. List the individuals who will work with CCSF on a regular basis, including the primary contacts identified above. Information must include:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Proposed Role** | **Location** | **Experience with other Municipal Entities** | **# Years in Field** | **# Years with Firm** | **# Client Relationships Responsible For** |
|  |  |  |  |  |  |  |
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1. Provide an organizational chart that includes these individuals.
2. Describe your firm’s policy on changing the primary contact person on an account at your firm’s discretion.
3. After the initial transition, how often will the primary relationship manager attend on-site meetings with CCSF staff? Describe a typical meeting agenda for this on-site meeting.
4. Customer Service
   1. For routine day-to-day transactions, will a specific customer service representative or a customer service department be assigned? Provide biographical information for the individual(s) that will be assigned to this account.
   2. What is the anticipated turn-around time for typical inquiries? What type of inquiries typically take longer to research?
   3. Do you offer any reports, specific to an individual client, summarizing the number of inquiries made to customer service, types of inquiries made, and the turn-around time for resolution?
   4. Describe the responsibilities of the customer service personnel, including the chain of command for problem resolution.
   5. What are the hours of operation of the customer service unit involved in supporting the proposed services?
   6. How are relationship managers kept apprised of day-to-day requests? At what point will the relationship manager be notified and get involved if an issue can’t be resolved?
5. How will the firm keep TTX, as the department responsible for overseeing all banking activity within CCSF, apprised of issues or challenges faced by the various departments utilizing banking services?
6. Does the firm offer any services to periodically review CCSF’s banking structures and services used to identify opportunities for operational efficiencies, automation, or integration with Peoplesoft?
7. IT Resources: Will the firm provide a dedicated IT liaison to work on set-up, file transfer, testing and troubleshooting/issue resolution? During what hours is technical support available (specify time zones)?
8. **Physical Deposit Processing**
9. How many branches does the firm have within the City of San Francisco?
10. ATM Deposits
    1. Can check and currency deposits be made into the firm’s ATMs? If yes, describe.
11. Branch Deposits
12. What is the ledger cutoff time for deposits made to branch locations?
13. What type of deposit bags does the firm allow/require?
14. Would you recommend preparing separate deposit tickets for currency/coin and checks included in a deposit bag or can all activity be included on a single ticket for branch deposits?
15. Are there any restrictions on the amount of loose and/or rolled coin deposited at a branch location? (Note: Some CCSF departments make periodic branch deposits of coin greater than $10.)
16. Are branch deposits immediately verified? If not, when does verification take place?
17. Please denote the standard process for communicating branch corrections regardless of amount and what is the default option:

|  |  |  |
| --- | --- | --- |
|  | Available Option | Denote Default Option |
| Phone Call |  |  |
| Online Notification |  |  |
| Fax |  |  |
| E-mail |  |  |

1. Is there a de minimis amount below which you write off deposit adjustments; if so, what is it?
2. Describe your documentation/ID requirements for City employees to transact business (deposits) in your branches.
3. Bank by mail
4. Do you offer “bank by mail” services?
5. Provide an overview and the requirements applicable for bank by mail services.
6. Vault Processing
7. Which vault location are you proposing CCSF use for deposits handled by its armored car providers?
8. Do you own the vault? If not, provide information about the vault operator (i.e. name, number of years of partnership, etc.).
9. What is the ledger cutoff time for deposits at the vault deposit location?
10. Would you recommend preparing separate deposit tickets for currency/coin and checks included in a deposit bag or can all activity be included on a single ticket for vault deposits?
11. When are deposits credited? If provisional credit is given, when does verification take place?
12. Please denote the standard process for communicating vault corrections regardless of amount and what is the default option:

|  |  |  |
| --- | --- | --- |
|  | Available Option | Denote Default Option |
| Phone Call |  |  |
| Online Notification |  |  |
| Fax |  |  |
| E-mail |  |  |

1. Is there a de minimis amount below which you write off deposit adjustments; if so, what is it?
2. Does CCSF have to sort bags by coin denomination or are mixed-bags acceptable?
3. Are deliveries of change and currency orders available via the armored car? If so, explain the timelines and procedures for placing change and currency order requests. What are the available methods for ordering change and currency? Can change and currency orders be placed online?
4. What is the bank’s policy in case tampered bags/deposit slips are received?
5. Describe the security at the cash vault center. What fraud control procedures are in place?
6. What evidence materials (i.e. logs, video tapes) will the bank make available to CCSF in the event of a deposit investigation? How long does the bank archive such materials for retrieval and use in investigations?
7. Smart Safes
8. Does your firm have a partnership with armored service providers to receive communication on smart safe deposits? If yes, please enumerate.
9. When depositing funds to a smart safe, are currency deposits credited to CCSF’s bank account on a same-day basis?
10. **Armored Courier Service** *(Note: CCSF is interested in partnering with a financial institution that can provide armored courier services, either as part of a direct agreement or through a sub-contractor, to manage and process the City’s cash receipts.)*
11. Does the firm offer the ability to provide armored courier services in the described manner? If so, describe the contractual relationship.
12. Are you willing to reflect service charges for courier services on CCSF’s account analysis statement as a “pass through” charge for payment?
13. **Remote Deposit Capture (“RDC”)**
14. Describe the firm’s ability to process checks by Remote Deposit Capture (“RDC”).
15. CCSF currently utilizes bank provided scanners and will need replacement or additional RDC equipment, what equipment would the firm provide? Indicate how many items these machines can handle and their respective costs.
16. Does the firm verify that an item hasn’t been previously deposited? If so, for how many prior days does duplicate detection service check?
17. How many checks would you recommend be processed in a single deposit? Is there a maximum that can be contained in a single deposit?
18. What is the ledger cutoff time for items processed by RDC to receive same-day ledger credit?
19. Does your service allow for multiple batches to be scanned throughout the day and processed as a single deposit at the end of the day?
20. If batches are processed by different users, are batches consolidated or are they separate deposits?
21. How and when will items not meeting acceptable image quality standards be alerted to the user?
22. How will CCSF be notified of deposit adjustments for RDC items? Will CCSF receive a copy of the check image when there is a deposit adjustment?
23. For how long are electronic check images of items deposited by RDC stored and available for viewing on the firm’s website?
24. Are deposit reconciliation numbers shown on RDC deposits?
25. **Returned Item Processing**
26. Does the firm offer an automated reclearing service for returned NSF items? Describe features of this service.
27. Can the firm provide online access to electronic images (front and back) of returned items to CCSF? How soon after an item is returned can these images be accessed?
28. Can the firm provide a detailed return item transmission to CCSF? Can this report identify the payer’s name, depositing location, deposit date, and type of item being returned?
29. Provide a screen shot of the details available for a returned check. (Note: Please include this returned check screen shot in the body of your proposal response versus referring to an Attachment or Appendix.)
30. Does the firm offer Represented Check Entries (“RCK”) services?
31. **Availability of Deposits**
32. How does the firm determine and calculate availability of deposited items? Does the firm calculate availability by item or formula?
33. Does the firm give immediate availability for on-us items?
34. Provide a copy of the availability schedules the firm proposes to use for CCSF, including branch deposits, vault deposits, RDC and ICL. *(Note: Only include an electronic copy of the availability schedule. Do not include a copy in the physical copies submitted.)*
35. **ACH Processing**
36. What ACH file transmission options are available?
37. When does the firm need the file from CCSF for payments to be made on a same-day, next-day and 2-day settlement? Please complete the following table:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Same-Day** | **Next-Day** | **2-Day** |
| **Deadline for File Transmission** |  |  |  |

1. Discuss the firm’s methodology for determining debit and credit exposure limits.
2. What approvals would be needed to release a file that exceeded CCSF’s daily exposure limit?
3. Does the firm accept both debits and credits on the same file? If so, discuss any additional requirements.
4. Can same day ACH capability be available within the firm’s online platform but not available for file transmissions sent by FTP?
5. Does the firm provide automatic file receipt acknowledgements? If so, how is the acknowledgement transmitted?

|  |  |
| --- | --- |
|  | **Yes / No** |
| **Phone** |  |
| **E-mail** |  |
| **Fax** |  |
| **File transmission confirmation** |  |
| **Other (please specify)** |  |

1. Is CCSF required to submit a control total of an ACH batch? How would CCSF communicate ACH control totals to the firm (i.e. phone, online, email)?
2. How are returned and rejected ACH transactions handled? What information does the firm provide to assist in identifying returned and rejected ACH transactions? When is this information available?
3. If an individual ACH transaction within a file is rejected, will the entire file be rejected and not processed? How will the individual rejected ACH transactions be communicated?
4. How can CCSF gain access to addenda information (i.e. CCD, CCD+ and CTX) for incoming ACH transactions? Can this information be viewed online with current and previous day reporting, or does CCSF need to download special EDI reports?
5. Does the firm offer international ACH? Please describe the difference in procedures to originate an international ACH.
6. **Tax Payment Services**
7. Describe your capabilities regarding the origination of tax payments to local, state, and federal government entities?
8. How do you ensure all tax template information is kept current?
9. **Account Validation Services**
10. Describe any account validation services that are available for clients to comply with NACHA’s requirement for instituting Supplemental Fraud Detection Standards for Web Debits (i.e. Giact, Early Warning, etc.).
11. Do you provide any validation and authentication services on ACH credits initiated by CCSF to ensure the correct payee is paid? If not, what best practices would you recommend?
12. Are account validation and authentication services available from the firm’s online reporting system? If not, how are these services accessed?
13. **EFT Internal Controls**
14. What controls are in place to protect against lost files, duplicate transmissions and ACH file edits?
15. Does the firm offer Universal Payment Identification Codes (ability to mask account numbers to reduce the risk of unauthorized direct debits)?
16. Does the firm offer a solution that would allow CCSF to mask sensitive account information provided to third-parties that will be sending wire payments to CCSF similar to the UPIC service for ACH payments?
17. **Wire Processing**
18. Describe the options for initiating wire transfers (online, by phone, other).
19. Please fill in the following table with the cutoff time for an Outgoing Domestic Fedwire by origination method.

|  |  |  |
| --- | --- | --- |
|  | **Online** | **Phone** |
| **Outgoing Domestic Fedwire** |  |  |

1. If wire transfers can be initiated online, describe the system’s security features. Can varying degrees of authorization be set (i.e. multiple authorizers, maximum dollar amounts, etc.)?
2. In the event CCSF cannot access the firm's online portal, what methods are available for wire initiation? Describe the process CCSF should follow to initiate a wire transfer outside of the firm’s online portal.
3. Can batch wire transactions be initiated through CCSF’s ERP, Peoplesoft, via direct transmission? If so, what are the authorization requirements?
4. Can future wires be initiated and approved? If so, how far in the future can future dated wires be established? Is there a limit to the number of future dated wires held in the system?
5. **System Administrators**
6. Do all of the solutions proposed reside in a single online platform or are multiple platforms used? If multiple platforms are used, are separate credentials required/necessary?
7. What capabilities and functionalities do administrators have?

|  |  |
| --- | --- |
| **Banking Function** | **Yes / No** |
| Create new user profiles |  |
| Assign user names for new users |  |
| Reset user passwords |  |
| Authorize users to access specific modules |  |
| Temporarily disable a user’s account for a defined period of time and have the account automatically reinstated on a future date |  |

1. When setting up a new user, can a current user’s privileges be copied for the new user?
2. Can a “user role” be established within your online reporting system and individuals granted the permissions according to that “user role”?
3. Can a multi-level hierarchy be established to allow departments to manage entitlements for only their specific accounts? *(Note: Can TTX grant certain administrative rights, such as online access and RDC entitlements, to a department head to administer for that department’s accounts?)* Describe the ability to customize hierarchies for administrator roles.
4. Can third-parties (i.e. individuals other than CCSF employees) be granted access to the online reporting system?
5. **Online Reporting System**
6. How soon after the cut-off date are the following items ready?

|  |  |
| --- | --- |
|  | **Online** |
| **Bank Statements** |  |
| **Partial Reconciliation Information** |  |
| **Full Reconciliation Information** |  |
| **Account Analysis Statement** |  |

1. Describe any recent or upcoming major upgrades to your online reporting system.
2. What financial and personnel resources are committed to making upgrades to the firm’s online reporting system on an annual basis?
3. What transaction types are reported in previous day reporting? What previous day reports are available? Provide samples of previous day balance and transaction reports.
4. What time is previous day information available?
5. Complete the following table indicating how long each item is available online? Differentiate between the standard term and the terms available for an additional fee.

|  |  |  |
| --- | --- | --- |
| **How long are the following items available?** | **Standard Term** | **Optional Terms Available** |
| **Prior / Previous Day Reporting** |  |  |
| **Current Day Reporting** |  |  |
| **Monthly Account Statements** |  |  |
| **Images of Checks Paid** |  |  |
| **Images of Items Deposited with RDC** |  |  |

1. In what file formats can transaction data be downloaded? Can activity be downloaded into Excel?
2. For historical images of disbursement checks that are accessible online, does your firm charge per image stored or per image accessed?
3. Can electronic reports be customized by users within the firm’s online platform? Can these customized reports be saved? Can the templates be shared with other users?
4. Can electronic reports be scheduled to be generated automatically and e-mailed to designated users? Is there a cost for these automatically generated reports?
5. Can the firm’s online reporting system send e-mail alerts?
6. Is there a cost for individual e-mail alerts? If so, which e-mails incur a cost?
7. If there is a cost, are there any audit functions available to monitor costs (i.e. the same report being sent to a multitude of users, reports sent to inactive users or individuals that are no longer employed by CCSF)?
8. If there is a cost, can e-mailed reports be disabled from a user’s entitlements?
9. Can the firm’s online reporting system send text alerts?
10. Describe any mobile applications that you offer for smartphones or tablets. What banking services can be completed using these applications? Complete the following table indicating which banking functions can be completed through the mobile applications.

|  |  |
| --- | --- |
| **Banking Function** | **Yes / No** |
| Initiate a repetitive wire |  |
| Provide secondary approval for a wire transfer |  |
| Decision of positive pay items |  |
| Decision of ACH positive pay items |  |
| Reset a user’s password |  |
| Obtain balance reports |  |
| Deposit an individual check |  |
| Availability of soft token for multi-factor authentication |  |
| Biometric log-on capability |  |

1. Are tokens required for all users accessing the online reporting system, including those that access the system for view-only access?
2. What type of multi-factor authentication options are available?

|  |  |
| --- | --- |
| **Type** | **Yes / No** |
| RSA SecureID Token |  |
| Mobile Token |  |
| Phone Call-Back Token |  |
| Other (please list) |  |

1. Do you have a demonstration site or video tutorial of the bank’s online portal that you can share?
2. **Fraud Controls**
3. Describe the firm’s ability to block unauthorized ACH debits received. If the firm provides ACH debit filtering, what level of filtering can be applied (originator, originator & dollar amount, etc.)?
4. With ACH debit blocking, can the firm provide reports to CCSF of attempts to debit funds that have been automatically rejected?
5. Does the firm offer ACH positive pay (ability to make pay/no pay decisions on unidentified transactions)? What is the timeframe for receiving exception information and providing a decision?
6. Can accounts be designated “post no checks” or equipped with a “check block” service to prevent any check from clearing? Are traditional positive pay services required if this service is used?
7. **Optimizing Account Structure** *(Note: This section seeks to explore cost efficient bank solutions that can minimize the number of accounts and ensure adequate controls.)*
8. Deposit Reconciliation Services
9. Describe the firm’s deposit reconciliation services.
10. What are the specifications for assigning unique deposit identification numbers (i.e. maximum number of digits, numeric-only, etc.)?
11. Can deposit identification numbers be assigned by CCSF and mirror location numbers established within Peoplesoft?
12. Are daily deposit totals reported by each location separately?
13. On what online reports can the deposit identification number be found? Provide examples of the report.
14. Can individual departments access details regarding only their deposit location or will they be able to see activity of other departments?
15. If online access cannot be limited, how does other organizations use this solution and make end-users reconcile their own activity?
16. Confirm the types of activity deposit reconciliation services can be used for:

|  |  |
| --- | --- |
|  | **Yes / No** |
| Branch Deposits |  |
| Vault Deposits |  |
| RDC Deposits |  |
| ICL Deposits |  |
| Incoming ACH Transactions |  |
| Incoming Wire Transactions |  |

1. Incoming EFT Transactions
2. Does the firm offer any supplemental services for incoming EFTs to facilitate the reconciliation and identification of the entity originating payment?
3. How are new ‘pseudo’ payment instructions generated (i.e. online portal, calling customer service, completing a form, other)?
4. Has this solution been used to differentiate receipts related to merchant card activity from multiple MIDs? Describe the set-up.
5. On what online reports can this additional detail be found? Provide examples of the reports.
6. Can individual departments access details regarding only their “locations” or will they be able to see activity of other departments?
7. If online access cannot be limited, how do other organizations use this solution and make end-users reconcile their own activity?
8. **Earnings Credit Rates**
9. What is the firm’s current earnings credit rate? What earnings credit rate are you offering to CCSF?
10. If the proposed earnings credit rate is higher than the firm’s standard ECR, do you plan on maintaining this spread for CCSF over the life of the contract?
11. How is your firm’s earnings credit rate determined, adjusted, and applied?
12. Are you willing to link the earnings credit rate to a market index? If so, which index would you suggest?
13. Provide the earnings credit rate history for the 24-month period from October 2018 through September 2020. Please indicate the earnings credit rate for each month.
14. Will the firm set a floor for the earnings credit rate offered to CCSF? What rate floor are you offering?
15. Does a reserve requirement apply on balances?
16. Will the firm assess any balance-based charge (FDIC-like, FICO, or other) to CCSF? How is this charge computed? Is this charge assessed on ledger or collected balances?
17. If the firm assesses a balance-based charge, what is the current charge for an entire year on a $1,000,000 balance?
18. Does the firm have any limits on the amount of deposits that CCSF could maintain with the firm?
19. Does the firm have a minimum deposit that must be maintained?
20. Can “excess” earnings credits be carried forward to cover charges in the following month? Is there a limit on how far forward excess earnings credits can be carried?
21. **Investment Option or Interest-Bearing Bank Deposit***(If you are proposing more than one sweep vehicle, please make sure each of the following questions is answered for each option.)*
22. What short-term investment vehicle(s) or interest bearing account(s) does the firm propose to use for the overnight sweep of CCSF’s demand deposit accounts? If the firm is proposing a money market mutual fund, identify the class of shares by providing the ticker symbol or CUSIP.

|  |  |
| --- | --- |
| **Investment Option** | **Ticker Symbol/CUSIP (if applicable)** |
|  |  |
|  |  |

1. Does a reserve requirement apply to any of the proposed options? If so, specify which.
2. Does an FDIC assessment, deposit-based fee, or similar fee apply to the proposed option? How is this charge computed? (If the firm is offering multiple options, indicate to which option the assessment/fee applies.)
3. If a money market mutual fund is proposed, does your firm credit the full amount of interest paid from the fund or is a percentage-based spread or “haircut” deducted prior to the dividend payment being posted? If a haircut is assessed, what is the amount?
4. If a fee does apply, what is the current charge for a full year on a $1,000,000 balance?
5. Provide investment return history for the 24-month period from October 2018 through September 2020 for each option proposed. Show the yield for each month.
6. If a sweep is proposed, what time of day is the sweep deadline? Is it end-of-day or next-day sweep?
7. How are balances in the sweep product shown on current day reports?
8. If you are proposing a next-day sweep, please explain and diagram the movement of funds in and out of the DDA. If there are sufficient funds in the sweep product to cover all net disbursement activity, is there a possibility that the DDA account would be overdrawn and subject to overdraft fees?
9. Does your firm have the ability to establish a peg balance on the primary operating DDA, with excess funds being automatically transferred to the selected interest-bearing account or investment vehicle?
10. **Account Analysis Statements**
11. Can the Association for Financial Professionals (AFP) Service Codes be included on the analysis statement? If not, provide a report that maps your service descriptions to the AFP codes.
12. Provide a glossary defining all service descriptions used in your account analysis statements as part of the appendix to your response.
13. Are account analysis statements available online? How many prior months are available? Can the account analysis details be downloaded into Microsoft Excel?
14. Are you able to send an 822 file listing all service charges with AFP Service Codes?
15. Can you offer a report that summarizes aggregate charges for groups of accounts? *(Note: Actual bank fees and charges for department-specific bank activity are charged to each department as expenditures. The ability to receive a report that lists bank charges by department would be helpful.)* Is there an additional cost for this service?
16. **End-of-Day Overdrafts**
17. Does the firm return items if an overdraft exists? If yes, how flexible is this policy?
18. What are the fees and interest charges associated with overdrafts? How are these charges calculated?
19. Is there a fee per check or per occurrence when there is an overdraft? If so, what is it?
20. Is there a daily cap on fees? If so, what is it?
21. **Daylight Overdrafts**
22. Describe the firm’s policies concerning daylight balance overdrafts. Indicate whether this is applied to each individual account or across all accounts of a client relationship.
23. Is wire transfer processing stopped when the intra-day limit is reached?
24. **Implementation / Conversion**
25. Indicate the firm’s plans for initial and ongoing education and training of CCSF employees in the use of your firm’s systems.
26. Does the firm offer any file translation service that would allow CCSF to send a file in its preferred/standard format and the firm reformats the file, if necessary, for processing?
27. For incumbent banks, describe your plan to continuously improve service and implement new services to enhance CCSF’s operations.
28. **Pricing**
29. If CCSF chooses to use compensating balances, are there any charges that could not be paid in this way?
30. Confirm that CCSF retains the option to switch between payment with compensating balances and soft dollars vs. hard dollar payments.