#### Form H: Module 3 - High Volume Coin and Currency Bank

#### (Only firms proposing for Module 3 should respond to this section. Please limit your answers to Form H to no more than 20 pages.)

* 1. **BACKGROUND INFORMATION**

The Municipal Transportation Agency (MTA) makes significant daily deposits averaging to $94 million per month across all channels. Armored car pickups occur at 1 S. Van Ness Avenue.

In November 2019, MTA started counting and bagging coins in-house as part of their deposit process. MTA receives approximately $2.3 million of coin/currency every month. Coin is sorted and deposited in approximately 70 to 85 full and partial bags per day.



MTA employs two third-party parking management vendors to collect deposits at 19 garage locations and one third party vendor for their two vehicle impound locations. The third-party is responsible for collection and deposit of all receipts. Deposits are currently prepared and made by third-party employees on behalf of MTA at bank branch locations and through smart safe technology. These safes are leased through Brinks (Garages) and Garda (Impound). Approximately $684,000 is deposited monthly through 16 smart safes.

This module includes the following 16 MTA bank accounts used to collect coin, currency, checks and deposits of various payments and settlements via EFT:

* MTA Main Depository
* MTA Muni Clipper Fare & Garage OTC
* MTA Muni Pass OTC Credit Card
* MTA Fare Mobile
* MTA Sustainable Streets Parking
* MTA Sustainable Streets Parking Online Credit Card
* MTA Taxi Main Depository
* MTA Taxi Credit Card
* MTA Garage Depository
* MTA Garages Credit Card
* MTA Parking Customer Service
* MTA Parking CSC Credit Card
* MTA Depository Parking Citation Pay-by-Web & Pay-by-Phone
* MTA Parking Meter Credit Card
* MTA Parking Permits Online
* MTA Parking Transit Card/Miscellaneous

Desired services include:

1. Offer all the critical fraud tools and products necessary to protect City’s funds
2. Assign a dedicated account representative to handle day-to-day operational requests
3. Ability to meet the branch, vault, and RDC needs of MTA
4. Provide deposit reconciliation services
5. Provide online access to deposited item images
6. Provide images of returned/NSF checks via transmission (IRI- Incoming Returns Image Service)
7. Provide a secure method of requesting change orders (preferably online)
8. Integrate with Peoplesoft to facilitate accounting and reconciliation
9. Offer a robust online banking platform
10. Provide a competitive earnings credit rate for uninvested balances
11. Provide an overnight investment service (sweep) and/or interest-bearing account for excess cash balances in the demand deposit accounts
	1. **REQUESTED INFORMATION**
12. **Vault Processing**
13. Which vault location are you proposing CCSF use for deposits handled by its armored car providers?
14. Do you own the vault? If not, provide information about the vault operator (i.e. name, number of years of partnership, etc.).
15. What is the ledger cutoff time for deposits at the vault deposit location?
16. 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?
17. How quickly will vault deposits be counted and verified? (Note: CCSF would prefer not to have deposit corrections occurring many days after the vault deposit is made.)
18. 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. Describe the level of detail available when describing discrepancies or corrections.
2. Is there a de minimis amount below which you write off deposit adjustments; if so, what is it?
3. At your vault location, are you willing to accept and process “subject-to-count” bags of coin? Is there an additional cost for subject-to-count deposit bags?
4. **Coin Orders**
5. 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.
6. What are the available methods for ordering change and currency? Can change and currency orders be placed online?
7. **Coin Deposit Availability**
8. When will ledger credit be given for large coin deposits from MTA (i.e. when deposits are received or when deposits are counted and verified)?
9. How soon after receipt of large coin deposits will the deposit become an available balance?
10. **Smart Safes**
11. Does your firm have a partnership with armored service providers to receive communication on smart safe deposits? If yes, please enumerate.
12. When depositing funds to a smart safe, are currency deposits credited to CCSF’s bank account on a same-day basis?
13. **Implementation / Conversion**
14. Provide a detailed conversion plan for transitioning the services in this Module to your firm. Include the estimated length of time for the transition and the amount of effort required by CCSF’s staff.
15. Who will be responsible for coordinating the transition? If a conversion team is used, how will CCSF’s account be transitioned to the ongoing client service team?
16. What lessons has the firm learned from similar implementations that can be applied to implementing services with CCSF? What recommendations do you have for CCSF based on past implementation experiences?
17. **New Services & Ideas**
18. Describe any new services or ideas that will enhance CCSF’s operations.
19. Provide any additional information that you believe to be pertinent but not specifically requested elsewhere in the RFP.
20. **Pricing**
21. For how long will the firm guarantee the proposed fees for this Module?
22. Are you willing to offer any transition or retention incentives? If an incentive is a monthly fee waiver, please indicate when the fee waiver would apply (i.e. when the accounts are initially opened or when services are substantially implemented)?
23. **References**
24. Provide a minimum of at least three (3) current professional references who may be contacted for verification of your professional qualifications to meet the requirements set forth herein. CCSF strongly prefers references from governmental entities similar in size and requirements to CCSF. Include the:
25. Name of the entity
26. Name, phone number and contact person within the above listed organization
27. Type of product/service provided
28. Date(s) the services were furnished
	1. **PRICING PRO FORMA**

Firms must provide a completed pro forma (Attachment D).

The price schedule should use Association of Finance Professionals (AFP) Service Codes. Include any one-time or set-up charges, research fees and all other fees that may be charged. CCSF reserves the right not to pay any fees that are not disclosed during this RFP process if your firm becomes the selected vendor.