#### Form I: Module 4 - Specialized Reporting Bank

#### (Only firms proposing for Module 4 should respond to this section. Please limit your answers to Form I to no more than 20 pages.)

* 1. **BACKGROUND INFORMATION**

This module includes the 11 Public Utilities Commission (PUC) accounts. One of the accounts receives specialized reporting related to the CleanPowerSF program. A NACHA ACH CTX payment is originated from PG&E’s banking institution. CCSF’s bank receives the CTX payment and passes through the 820 addenda in an EDI format for processing by CleanPower SF’s third-party back office provider (currently Calpine Energy Solutions, LLC), a third-party agent of PUC. The EDI file allows the back office provider to record and reconcile individual customer accounts payments on behalf of the PUC.

On average, 76 ACH credits are received monthly. The ACH credits received represent the aggregation of approximately 363,000 customer payments per month.

In addition, PUC has an e-Lockbox to facilitate customer payments from home banking consumer websites. Approximately 9,200 payments are received through this payment channel.

This module includes the 11 PUC bank accounts including:

* Depository Account
* EBPP Credits
* EBPP Returns Account
* Electronic Debit Service Account
* CleanPower SF Account
* OTC Credit Card Account
* Online Payments
* Power ACH Payments
* ECash Account
* Consumer Revolving Fund
* Commission Revolving Fund

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. Integrate with Peoplesoft to facilitate accounting and reconciliation
4. Offer a robust online banking platform
5. Provide a competitive earnings credit rate for uninvested balances
6. Provide an overnight investment service (sweep) and/or interest-bearing account for excess cash balances in the demand deposit accounts
	1. **REQUESTED INFORMATION**

##### Does your firm work with any California Community Choice Aggregator (CCA) clients that receive customer payments from PG&E related to the receipt of CCA payments? If so, how many CCAs?

##### How would you propose to process receivable information from NACHA ACH CTX payments and communicate (via SFTP) the details to CCSF and its third-party back office provider (currently Calpine Energy Solutions, LLC)?

##### E-Lockbox Services

1. Does the firm offer eLockbox services for payments made from consumer bill payment service providers? Describe the firm’s eLockbox service.
2. Which clearing networks provide check issuance information to the firm?
3. Do you provide any correction/return services for consumers providing an incorrect account number for posting? If so, describe.

##### Implementation / Conversion

1. 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.
2. 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?
3. 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?

##### New Services & Ideas

1. Describe any new services or ideas that will enhance CCSF’s operations.
2. Provide any additional information that you believe to be pertinent but not specifically requested elsewhere in the RFP.

##### Pricing

1. For how long will the firm guarantee the proposed fees for this Module?
2. 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)?

##### References

1. 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:
2. Name of the entity
3. Name, phone number and contact person within the above listed organization
4. Type of product/service provided
5. 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.

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