

City and County of San Francisco
Addendum 1 to RFP for Banking Services
Questions & Answers

Important Notes

In response to a number of inquires, Page 9, Section III. A. will be amended as follows:

Firms shall submit ~~twenty (20)~~ **ten (10)** physical paper copies along with an electronic copy on a USB flash drive delivered to the following address:

**City and County of San Francisco
Treasurer & Tax Collector
Attn: Banking Unit Team
City Hall, Room 140
1 Dr. Carlton B. Goodlett Place
San Francisco, California 94102-4685**

For planning and scheduling purposes, we would like to share additional information about the Oral interview with firms selected for further consideration. Our tentative plan is to conduct oral interviews/finalist presentations on the following dates:

Module 1 – 4	May 17, 18, & 19
Module 6	May 24, 2021
Module 5	May 25, 2021
Social Responsibility*	May 26, 27 & 28

* All firms advancing to Phase Two will be required to make a separate presentation on one of the following dates: May 26, 27, or 28.

We are sharing this information so you can coordinate with your subject matter experts so they will be available on these dates if your firm is successful in advancing to Phase Two.

General Questions

1. What is the target date when all services need to be implemented?
Response: CCSF is seeking to have the awarded services fully implemented by July 2022.
2. What is the estimated Average Collected Balance that CCSF anticipates to hold on deposit with the bank, excluding sweep balances?
Response: The amount held on deposit (excluding sweep balances) may range from \$15 million to \$150 million or more, based on the value of the earnings credit rate or interest rate offered on deposits.

3. With respect to the city initiating wires for six-month periods to ensure no overdrafts occur, can you please expand on this process? Is this city sending their existing bank a wire transfer request through a host-to-host file/transmission or logging in online and requesting a wire (either free form or templated) and future-dating it up to six months out?

Response: CCSF currently initiates known future-dated wires by logging onto the bank's online portal and scheduling wire transfers up to 12 months prior to the settlement date.

4. You describe in your RFP a need for the bank partner serving as your "Specialized Reporting Bank" to take in a CTX payment and pass through the 820 addenda in an EDI format for processing by CleanPower SF's third-party back office. Can you please elaborate on this reconciliation process and the relationship between this third party to the PUC? Does the third party provide billing services, record/reconcile paid accounts and manage late notices, etc. Or are they strictly used to take in data, reconcile paid accounts and provide confirmation that this process has been completed?

Response: The third-party, Calpine Energy Solutions, provides billing services and assists in the management of delinquent accounts. It is also responsible for posting and reconciling individual customer account payments.

5. To the extent we use the same reference for multiple sections, will CCSF be reaching out multiple times or will they consolidate their questions and only reach out once?

Response: Should CCSF contact a reference provided for multiple modules, the plan is to reach out only once.

6. Will the City consider changing the requirement from 20 physical copies to permit for electronic submission only? This seems environmentally unfriendly.

Response: CCSF will modify this requirement. Vendors should submit 10 physical copies.

7. In keeping with the TTX mission to promote social responsibility with paperless eco-friendly solutions for the shared environment, and our own focus on environmental needs with a particular focus on projects that accelerate a transition to a "greener" economy, can the bank submit our response electronically, either by email or on a flash drive? If paper copies are required, would the CCSF consider reducing the number of copies?

Response: CCSF will modify the physical copy requirement. Vendors should submit 10 physical copies.

8. In light of the ongoing Covid-19 pandemic, will CCSF waive the requirement for hard copies and accept an electronic proposal only?

Response: CCSF is willing to decrease the number of hard copies required to 10.

9. Can the bank submit our response in one standard, PDF version that includes all Modules on which we're bidding?

Response: PDF responses can be provided as a single file incorporating all required Forms and should be in a searchable format. Note that Appendices C and D are required to be submitted in Excel format in addition to PDF.

10. Please confirm that the only required forms are Appendices C and D.

Response: Proposing firms are required to submit Appendices C and D in addition to the respective Forms provided in Section IV Required Forms for each Module the firm is proposing to provide.

11. Will CCSF accept FSC certified paper in lieu of “recycled paper that is comprised of minimum of 30% post-consumer materials”? FSC certification ensures that products come from responsibly managed forests that provide environmental, social and economic benefits. The FSC Principles and Criteria provide a foundation for all forest management standards globally, including the FSC US National Standard that guides forest management certification in the U.S.

Response: Yes.

12. In order to bid Module 2 Secondary Disbursement Bank, must we also bid on Module 6 for the prepaid payroll solution or could these be awarded to separate banks?

Response: No. They could be awarded to separate banks.

Form B – Minimum Qualifications

1. If a provider is unable to meet at least one of the stated minimum requirements in the module, does it preclude us from bidding on the module in entirety?

Response: Yes

2. If we can in fact bid, will CCSF accept an alternative or complementary solution for the specific service and/or module that we are unable to provide?

Response: If a firm is unable to meet each of the Minimum Requirements designated within each module, the firm’s proposal will not be considered for that module.

3. Can CCSF provide us with a copy of the provide us with the citation of the regulation that applies to CCSF regarding the collateralization requirements listed in the minimum requirements listed in Modules 1, 2, 3 and 4?

a. In addition to the citation of the regulation, can CCSF provide the following:

i. The specific collateral requirements

ii. An opinion of counsel that such collateralization is required by such law, regulation, decree or other authority.

Response: Uninsured collected balances must be collateralized in accordance with Sections 53632 et seq. of the California Government Code. CCSF will not provide the items requested in parts i and ii of the question.

Form C – Qualifications, Experience and Control

1. If a firm were to offer electronic payables solution for Group C, what would be the dollar volume per month for payables for all of Group C Departments?

Response: This information is not available at this time.

Form D – Social Responsibility

1. Regarding the minimum requirements outlined in the Social Responsibility, for requirement 5, which states: “Does the firm have a current “Satisfactory” or higher overall CRA rating in the State of California?”, as our firm is designated a wholesale bank, and a New York chartered bank, would CCSF accept N/A for this requirement?

Response: Yes, CCSF will accept N/A for financial institutions like wholesale or limited purpose banks that are not required by their federal regulators to be evaluated for CRA performance in California. All banks that are required to be evaluated for CRA performance in California must have a current “Satisfactory” or higher rating.

2. Will firms without retail branch banking be able to be successful in this section?

Response: Yes. Firms without retail branch banking should respond to all applicable questions, and to the extent that they offer individual consumer bank accounts, evaluation will include demonstrated strategies to provide equitable access to retail banking services.

3. With the submission of an RFP for Electronic Payables portion only would the Community Reinvestment Plan in Form D be a requirement to be considered in the RFP process?

Response: CCSF prefers that all Respondents provide responses to the questions in section 6.b. (Community Reinvestment Plan). The banking RFP was broken into modules to encourage a diverse range of firms to apply, and CCSF does not seek to penalize Respondents who seek to perform a specific and potentially narrow line of business. Therefore, RFP evaluations will take into account the context of each application; should Respondents feel that certain sections, such as the Community Reinvestment Plan, are not applicable for their submission, CCSF encourages Respondent to clearly state why such sections do not apply.

4. Are all questions related to the Company’s CRA Activities in San Francisco?

Response: The primary focus of the Social Responsibility questions is community reinvestment activities in San Francisco. However, CCSF encourages Respondents to describe and/or provide examples of community reinvestment activities outside of San Francisco when this helps to provide a fuller understanding of the firm’s community reinvestment strategies and activities – especially in the wider Bay Area and the state of California.

All data tables (Appendix C) request data on community reinvestment activities that is specific to San Francisco County.

5. Is CCSF looking for all responses to be related to retail banking? Given that we are a “Wholesale” Bank, and are not involved with consumer lending (i.e. consumer loans, mortgages, commercial products), many of our responses will be “Not applicable.” Will CCSF accept “Not Applicable” as our response to such questions?

Response: Yes, CCSF will accept “Not Applicable” as a response for firms that do not provide specified financial products and services, including demand deposit accounts and consumer lending. However, firms should provide clear answers that indicate why any questions are not applicable, and should endeavor to provide responses to as many questions as possible, in

order to provide a clearer picture of how certain firms (like wholesale and limited purpose banks) respond to community needs via community reinvestment activities.

6. On Page 25, v. Targets and Benchmarks, 3.b. the sentence ends abruptly. Can you tell us what CCSF is looking for the respondent to commit to increasing?

Response: The incomplete sentence in section 6.b.v.b (Community Reinvestment Plan – Targets and Benchmarks), should read “Indicate if Respondent is willing to commit to increasing the percentage of loan applications referred to affordable nonprofit lenders (including small business and mortgage loans) by 10-15% over two years.”

7. Does the City/County want originations and purchased loans only? This would exclude other applications that were withdrawn, denied, incomplete, or approved not accepted.

Response: CCSF requests data on originations only. It may be valuable to understand the broader context of loan applications as well as originations/purchases, and to this end CCSF encourages Respondents to include references to loan applications in answers to Form D (Social Responsibility) where applicable and where such explanation will further our understanding of Community Reinvestment strategies, activities, and successes.

8. Does “Residential loans” include Home Equity Lines of Credit (HELOC)? HELOCs are open-end loans.

Response: No, Residential loan data should not include Home Equity Lines of Credit (HELOCs) – but data on HELOCs should be included in the adjacent section on Tab E (Mortgage Lending), “Home equity loans, 1-4 family dwellings (2019).”

9. How do we define a “Home Equity loan”? Options include using HELOCs as Home Equity Loans even though HELOCs are open-end or only junior lien loans to define a Home Equity Loan. There is no Home Equity grouping or indicator in HMDA data.

Response: CCSF prefers that Respondents include all home equity loan data, including HELOCs and closed-end home equity loans, to the extent that this is possible. If Respondents are unable to include data on closed-end home equity loans, they should provide data that is specific to HELOCs, and indicate this in a prominent note either above or below the “Home equity loans” section of Tab E (Mortgage Lending). Please help us by adding a yellow highlight to this note.

10. How do we define the race/ethnicity groupings? Options include using the CFPB derived race field, using borrower 1 race 1, or a variety of other options. There are 4 ethnicity and 4 race fields for each borrower and up to 2 borrowers on each loan.

Response: Race/ethnicity data for residential mortgage loans under Appendix C, Tab E (Mortgage Lending) is defined based on the updated ethnicity codes in the final Home Mortgage Disclosure Act (HMDA) (Regulation C) rules issued by the Consumer Financial Protection Bureau (CFPB). This data should be reported using the following guidelines:

- *Hispanic borrowers should be reported using ethnicity Code 1 – Hispanic or Latino. Subcodes (for example, Mexican, Puerto Rican, Cuban) should be aggregated to be included within this single ethnicity category.*
- *Other race and ethnicity data should be reported using the following race categories:*
 - o *Black: use Code 3 – Black or African American*
 - o *Asian or Pacific Islander: combine data from Code 2 – Asian and Code 4 – Native Hawaiian or Other Pacific Islander*
 - o *White: use Code 5 – White*
 - o *Other: use Code 6 - Information not provided by applicant in mail, internet or telephone application*
- *Race subcategories/subcodes should be aggregated up to the primary race code.*

CCSF prefers respondents to be as inclusive of mortgage lending data for non-white borrowers as possible, and thus requests that where “borrower 1” is white but “borrower 2” is non-white, the loan is counted under the race/ethnicity of “borrower 2”.

11. For Form D: Social Responsibility and Appendix C: Socially Responsible Banking Data Tables, please verify that the date range requested is for CY 2019, except for data related to “C. Paycheck Protection Program” which would need to be for CY 2020. Please note that because of our reporting requirements, some data may not be available for 2019, and if so we will specify that the applicable date range of our most recent reporting period, if not 2019. Can CCSF please confirm this will be acceptable?

Response: The date range for all information requested on Appendix C: Socially Responsible Banking Data Tables is calendar year 2019, other than as specified here:

- **Crisis Response (Tab B): Fee and Borrower relief provided as a response to the COVID-19 pandemic since March 15, 2020 (or earlier as applicable – please provide a note if data begins earlier than 3/15/20).**
- **Paycheck Protection Program (Tab C): PPP lending for calendar year 2020.**
- **Branch Openings/Closures (Retail Banking Services, Tab G, columns K-L): branch openings/closures for the three-year period inclusive of calendar years 2017-19.**

While complete 2019 data is preferred, to the extent that any data is not available for calendar year 2019, it will be acceptable to specify the applicable date range for data provided. Please specify this date range prominently either directly above or below each applicable section of the data table(s) and highlight in yellow. Please further include an explanation for what data is not available and why.

12. For Form D, Part B. Requested Information, Question 2. Socially Responsible Banking Data: Complete the table “Socially Responsible Banking Data” (Appendix C). Provide this completed table as a digital excel file.

For Tab G. Retail Banking Services – what time period do you require for this section? Other sections ask for 2019 data. What three year time period is requested for Branch Opening/Closures?

Response: Data on branch openings/closures (Retail Banking Services, Tab G, columns K-L) is requested for the three-year period inclusive of calendar years 2017-19.

13. For Form D, Part B. Requested Information, Question 6b. Community Reinvestment Plan: Does the Respondent already need to have a Community Reinvestment Plan specific to CCSF or can this be developed if the Respondent is selected?

Response: Respondents do not already need to have a Community Reinvestment Plan specific to the City and County of San Francisco. If selected, this requirement will be negotiated through the contracting process, and selected firm(s) will be expected to collaborate with CCSF and its nonprofit partners in developing a Community Reinvestment Plan.

However, CCSF asks for responses that demonstrate awareness of community needs and commitment to a community reinvestment process that aligns community investments with local needs. CCSF prefers responses that identify specific strategies to collaborate, increase community investments, and align with community needs – even if those strategies are only preliminary at this time.

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

1. Regarding the Armored Courier Service, is the City open to maintaining your own relationship with the courier of your choice if the bank allows you to process all fees “pass through” in account analysis?

Response: Yes.

2. What brands and models of scanners is CCSF using today for Remote Deposit Capture?

Response: As mentioned in the RFP, CCSF currently utilizes bank provided scanners with the expectation that they will be returned if a transition occurs. Therefore, an inventory of current scanners was deemed irrelevant to the RFP.

3. Please provide a list of the make and model RDC scanners. Does CCSF own or lease the scanner equipment?

Response: CCSF currently utilizes bank provided scanners with the expectation that they will be returned if a transition occurs. Therefore, an inventory of current scanners was deemed irrelevant to the RFP. Proposing firms should identify the available scanner equipment they recommend for CCSF if awarded.

4. Please provide an Account Analysis Statement for each of the Modules 1 through 5.

Response: CCSF will not provide this. Details about volumes were disclosed in Appendix D.

5. Bank by Mail – Please describe types of transactions CCSF may potentially send via mail.
Response: CCSF currently only sends deposits (infrequently) via mail for USD checks drawn from a foreign bank. Although this is an exploratory service that would allow departments or locations with infrequent and low dollar value cash deposits to use the US Postal service to deliver deposits to the bank.

Form F – Module 1 Primary Depository & Disbursement Bank

1. Specialized State of California Lockbox – If the Financial Institution has a direct relationship with the State of California in regards to the warrant process, is a lockbox still needed?
Response: If the bank can efficiently process warrant payments from the State of California, a traditional physical lockbox arrangement may not be necessary. CCSF is interested in hearing how the bank processes State warrant payments.
2. For the State of California Lockbox, are 100% of State warrants made payable to CCSF and sent by mail to a P.O. Box? If not, how many are made available for collection over the counter at the State office?
Response: 100% of State warrants are made payable to CCSF and sent by mail to a P.O. Box.
3. At what times are incoming ICL files received now by CCSF?
Response: approximately 2:30pm PT each day.
4. Item 3.- Please confirm that the warrant volume of 260 is an annual volume.
Response: Confirmed.
5. Item 3.-Do you have multiple depository accounts for this single lockbox?
Response: No.
6. Item 3.- If there are multiple depository accounts- can CCSF please confirm the volume?
Response: Not applicable.
7. Item 3. If there are multiple depository accounts- what criteria is used to identify the depository account for each transaction received?
Response: Not applicable.
8. Item 3.- Can online access to the deposited transaction images replace the email requirement?
Response: Yes.
9. Remote Deposit
 - a. Will all scanning occur within the U.S.?
Response: Yes
 - b. Will there be check volume directed to a lockbox?
Response: No
 - c. How many workstation/scanners will be required?

Response: Approximately 60

- d. For checks deposited directly to a bank account, we provide a standard retention period of 30 days. Is the standard 30-day period acceptable or is additional image retention needed (up to 2 years).

Response: Image retention beyond 30 days is desired.

10. Provide samples of warrant(s) and remittance(s) document(s).

Response: See Attachment A.

11. What type of ACH transactions are initiated using the online portal versus file transmission?

Response: ACH transactions initiated using the online portal are idiosyncratic transactions that require processing outside the normal origination protocol. CCSF also uses the online portal (file upload) to transfer funds between department accounts on a daily basis.

12. What is the number of CCSF ACH Company ID's?

Response: 18. A list of departments and the number of unique ACH Company IDs used are shown below:

Departments	#
1407P2 SFUSD	2
1408D1 TTX WIRING	1
1409 1522 CONTROLLER ELECTRONIC	1
14391D1 PORT DEPOSITORY	1
1440C3 PUC POWER ACH PAYMENTS	1
1440D4 PUC ELECTRONIC DEBIT SERVICE	1
1440D2 PUC EBPP CREDITS	1
1444 1506 RETIREMENT DIRECT DEPOSIT	3
1445 1534 HSA WELFARE DIRECT DEPOSI	2
CCCSF FBO ACCOUNT	3
CCSF PERMIT CENTER	1
Payroll	1

13. Of the ACH daily exposure of \$400 million, how much is ACH debit versus ACH credit exposure?

Response: The ACH exposure for module 1 is primarily for ACH credit exposure.

14. What is the number of CCSF wire templates?

Response: Approximately 100.

15. Is a UPIC offering to reconcile both incoming ACH and wires?
Response: CCSF believes UPIC to be a service associated only with ACH transactions. CCSF is exploring services similar to UPIC that may be able to provide similar features for both ACH and Wire transactions.
16. How many departments will utilize a UPIC offering? What is the average monthly volume per department for ACH and for wires?
Response: This is yet to be determined.
17. Please provide a copy of CCSF Investment Policy.
Response: Please use this link to find CCSF's latest version of the Investment Policy: <https://sftreasurer.org/banking-investments/investments>
18. What is CCSF Average Collected Balance per month for 2020 calendar year?
Response: Average collected balance for each month is provided below:

<u>As of Date</u>	<u>Collected Balance</u>
7/31/19	\$92,463,559
8/31/19	\$104,058,974
9/30/19	\$106,448,235
10/31/19	\$116,878,142
11/30/19	\$133,540,834
12/31/19	\$143,195,592
1/31/20	\$138,043,964
2/29/20	\$143,240,336
3/31/20	\$145,418,818
4/30/20	\$151,046,462
5/31/20	\$40,989,112
6/30/20	\$15,646,203

19. What was CCSF's ECR rate per month for 2020 calendar year?
Response: Historical ECR rates are irrelevant to responding to this RFP and will not be provided.
20. What was CCSF's investment rate per month for 2020 calendar year on excess balances or not used to offset bank service charges?
Response: Please use this URL to view CCSF's investment rates: <https://sftreasurer.org/banking-investments/investments>

21. CCSF scenario table: Provide report sample of each type plus the following:
- e. Type 1 identify the payment type and deposit channel.
 - f. Type 2 define BID and FSP; identify the payment type and deposit channel.
 - g. Type 3 define 3rd party; identify the payment type and disbursement channel.
 - h. Type 4 define FSP; is this a treasury solution an automatic sweep investment?
 - i. Type 5 define BID and RDSO; also identify the payment types and channel.

Response: See Attachment B.

22. Please provide a CCSF account structure diagram; include the account title and type of account (ZBA, Stand-alone, Depository, Disbursement etc.).

Response: CCSF will not provide additional account structure details beyond what is provided in the Background information on Form F.

23. CCSF is requesting an ACH daily exposure limit of no less than \$400 million under Module 1. Please provide a breakdown of the daily limit between ACH payments (credits) initiated and ACH payments received (debits).

Response: The ACH exposure for module 1 is primarily for ACH credit exposure.

Form G - Module 2 Secondary Disbursement Bank

1. Is the MCC restriction in Module 6: Pre-Paid Card Solutions (pages 72, 78) a requirement for prepaid cards in Module 2 where it states “For those individuals that do not provide CCSF with their banking instructions, a payroll card is issued as further described in Module 6”?

Response: The firm providing payroll cards will be identified through the evaluation of Module 6. There is no requirement to provide payroll cards under Module 2.

For payroll cards, MCC restrictions cannot be imposed.

Form H - Module 3 High Volume Coin & Currency Bank

1. For the daily coin deposits from SMFTA Parking Meters and MTA Fare Revenue, approximately how many distinct branches are used? Is there more than one deposit per day in a single branch? Would CCSF consider working with the awarded bank to move all third-party vendor deposits to a Vault solution similar to other deposits that CCSF manages?

Response: MTA Parking Meters and MTA Fare Revenue do not deposit at branches, all coin deposits by these units are deposited through the vault. Other MTA units, such as MTA Garages, may deposit at a local branch. The deposits made to the local branch is minimal accounting for less than 1% of the total currency/coin deposit. (\$2,170 / \$2,790,800 (\$2,170 banking center deposits, \$2,255,600 vault deposits, \$513,500 smart safe deposits). Efforts have been taken to reduce the reliance on branch deposits.

2. For daily coin deposits by the Third-Party vendors, do all coin/currency deposits for SFMTA Parking Meters go to a local branch and all coin/currency deposits for MTA Fare Revenue go to the vault? If not, can you break down the number of bags for each vendor that go to both the branch and the vault?

Response: All Parking Meters and Fare Revenue coin collections are deposited to the vault. No bagged coin is being deposited to a local branch. Less than 1% of the total currency/coin deposit is being deposited at a local branch.

3. Please provide an Excel document with the proximity location information: Location number, Location name, Address, City, State, Zip

Response: See Attachment C.

4. What currency denominations are used in the smart safe? Expected Monthly Average \$ of Cash Deposits? Expected Monthly Average \$ of Cash Vault Orders?

Response: Smart safe deposits are approximately \$513,500 per month. The denomination of currency deposits are \$1 to \$100. Change orders for Module 3 can be found in Appendix D of the RFP. There are 2 orders on average per month totaling \$8,000 in currency and 485 coin rolls.

5. Please provide the model of the smart safe(s). What is CCSF lease contract terms with Brinks (Garages) and Garda (Impound)?

Response: The lease arrangement is between the third-party parking management company and Brinks/Garda. CCSF is not responsible for these contracts.

Can CCSF please clarify if you currently receive deposit slip images for currency/coin only deposits or if “5. Provide online access to deposited item images” on page 57 refers to checks deposited?

Response: This refers to checks deposited.

Form I - Module 4 Specialized Reporting Bank

1. Please provide a sample report of the one of the PUC accounts receives specialized reporting related to the CleanPowerSF program.

Response: The file originating from PG&E begins as a wrapped 820 EDI file. Calpine is not looking for the firm selected for Module 4 to apply, manage, or track individual customer deposits. The process the firm selected for Module 4 should be as simple as stripping the main deposit information from the ACH CTX and changing the recipient DUNs before forwarding to Calpine. Please refer to Attachment D for sample data that is received.

The link below is a guidance from PG&E.

https://www.pge.com/includes/docs/pdfs/mybusiness/resources/large/edi/bundledservicetransactions/820_4010EDIGuide.pdf

2. Will the 76 monthly ACH payments received have any reference / detail to the 363,000 payments noted that we will need to report to you, or is it truly just an aggregate payment?
Response: Yes, the 76 monthly ACH payments reference in the CTX transmission, the details of the 363,000 payments.

3. Under Desired Services Include- The interface to Peoplesoft, are you looking at an API type interface or specific detail uploads to specific functions in Peoplesoft? Do you see this as a 2-way interface of both CCSF and the Bank delivering/receiving data?
Response: We are just looking for the ability to upload specific details to specific functions in Peoplesoft. We don't envision a 2-way interface, but would be open to hearing about suggestions that you believe will optimize and create processing efficiencies.

Form J - Module 5 Electronic Payables

1. Are the transactional volumes provided are only B2B transactions?
Response: Transactional volumes are not only B2B transactions.

2. Can you provide B2B spend volume for Paymode-X and checks?

Response: For FY2020, B2B spend for Paymode-X (ACH) is 72,380 payments totaling \$7,109,553,450. AP check volume accounts for 134,328 payments totaling \$1,510,282,214. (Note: These are updated numbers for the most recent reporting period.)

A division of AP vendors between business accounts vs. consumer accounts is as follows:

	# of Vendors	# of Payments	\$ of Payments
AP Vendors (Business Accounts)	9,943	119,378	\$8,438,921,261
AP Vendors (Consumer Accounts)	33,153	87,330	\$ 180,914,403

3. With your current Paymode-X program, are your transactions all buyer-funded (fees paid by CCSF), supplier-funded (fees paid by suppliers) or a combination of both?
Response: All are buyer-funded.

4. For those payments where CCSF is paying the fee, how are those fees paid? Monthly? Per transaction? Both? Other?
Response: The fees are paid on a monthly basis. The fees are charged based on the number of transactions.

5. Are there any other card volumes in scope for this RFP? Or, is the card scope only virtual card?
Response: The card scope is only virtual cards.

6. Does the City and County of San Francisco have an existing Purchasing Card program and if so, what is the annual spend?
Response: CCSF has an existing Purchasing Card Program that under normal circumstances has annual spend of less than \$100,000 annually. The Purchasing Card Program is out of scope of this RFP.
7. What would be the estimated total volume and dollar amount to be converted to a virtual card network?
Response: CCSF has no ability to provide this information.
8. When does the contract for Bottomline Technologies (Paymode-X) expire, and is CCSF interested in other “managed payables” solutions that may replace your current environment, as long as the solution includes virtual card capabilities?
Response: The contract expires in August 2022. Yes, CCSF is interested in other “managed” payables” solutions, which is why Module 5 was included in this RFP.
9. For your current checks, are they handled internally at CCSF, or are they outsourced to a 3rd party for processing?
Response: They are printed internally.
10. If handled internally, has CCSF conducted any studies to understand your approximate “all-in” cost to process and reconcile checks?
Response: Yes. CCSF has reviewed its internal process and plans on continuing to print checks internally.
11. Please confirm the # of payments are monthly or annual. (p. 63 A. Background Information)
Response: They are annual.
12. Please provide the total \$ spend amount for the 83,104 Checks and ACH volumes provided. (p. 63 A. Background Information)
Response: For FY2020, B2B spend for Paymode-X (ACH) is 72,380 payments totaling \$7,109,553,450. AP check volume accounts for 134,328 payments totaling \$1,510,282,214. (Note: These are updated numbers for the most recent reporting period.)
13. Please confirm that CCSF plans to continue using Paymode-X and the targeted payments identified in the Background Information for Electronic Payables are those payments not currently supported by the Paymode-X platform. (p. 63 A. Background Information)
Response: No. The vendor selected for Module 5 will facilitate all electronic payables for ACH and virtual card transactions, including those that are supported by Paymode-X today.
14. Are the accounts payable payments being made by the Controller’s Office the accounts payable for all the CCSF departments or are those in addition to the Controller’s Office volumes? If in addition, are they in scope or out of scope for the Electronic Payables services? If in scope, please provide payment details (annual \$ spend and volume). (p. 63 A. Background Information)
At what stage in the evaluation process, will CCSF be willing to provide a vendor/suppliers list to

further qualify payment conversion to electronic payables opportunity? (p. 63 A. Background Information)

Response: All accounts payable activity is effectively centralized and disbursed by the Controller's Office. The volumes expressed represent all anticipated activity across the entire organization. For FY2020, B2B spend for Paymode-X (ACH) is 72,380 payments totaling \$7,109,553,450. AP check volume accounts for 134,328 payments totaling \$1,510,282,214. (Note: These are updated numbers for the most recent reporting period.)

CCSF is not planning on providing a vendor/suppliers list until the selection of a firm for Module 5 is made.

15. Does the CCSF have an existing purchasing card program? If so, are virtual cards used in this program and if so, or what types of payments?

Response: Yes, CCSF has an existing purchasing card program. Virtual cards are not currently used.

16. Please describe any challenges with the existing payables process that the new electronic payables program should address besides vendor payments not currently supported by Paymode-X.

Response: CCSF would benefit if the platform could also support 'vendor' payments to consumer bank accounts.

17. Who will manage the Electronic Payables program within the Controller's Office? Is this the same person who is the Program Administrator for the CCSF card programs?

Response: The Director of Accounting Operations & Supplier Division (AOSD). Yes.

18. When can CCSF provide the bank vendor data to complete a vendor analysis? FYI, no ACH account information is required to complete a vendor analysis.

Response: CCSF is not planning on providing a vendor/suppliers list until the selection of a firm for Module 5 is made.

19. In addition to virtual cards, will CCSF consider physical credit cards for employee travel & expenses and other purchases as part of the larger purchasing program? If a physical card program is being considered, how many cardholders would be a part of the program? Does CCSF have an estimate of annual spend and an estimate of the annual number of transactions?"

Response: Physical purchasing cards are outside of the scope of the RFP.

20. With the current Paymode X platform, is Bottomline charging vendors a fee to receive the payments? In the future, would CCSF offer an option on the electronic payables platform to charge vendors a fee if it provides them additional data?

Response: Bottomline is currently not charging a fee to vendors to receive the payments. CCSF would consider allowing a fee to be assessed as long as the objectives to promote EFT transactions is still met.

Can CCSF please confirm the data elements of CCSF’s current unique supplier identification code? **Response: Supplier ID**

What ACH transaction types are you sending today for this payment activity in scope for Module 5?

Response: These ACHs are currently originated by Paymode-X. CCSF is unsure on the “type” of ACH transaction, they use.

What is the approximate payment transaction volume (number of payments) breakdown between vendor payments and consumer payments?

Response:

	# of Vendors	# of Payments	\$ of Payments
AP Vendors (Business Accounts)	9,943	119,378	\$8,438,921,261
AP Vendors (Consumer Accounts)	33,153	87,330	\$ 180,914,403

Can CCSF please share the background on the use case for the consumer payments? What outgoing payment activity or City Departments is this supporting?

Response: TTX property tax/business tax refunds, MTA citation refunds

Is CCSF looking only to move suppliers paid by check to a virtual card payment or is CCSF also willing to move suppliers paid by ACH as well?

Response: CCSF primary objective is to move suppliers paid by check to ACH.

Electronic payables pricing: Approximately how many file runs per week does CCSF initiate to support the payment flows in Module 5?

Response: Currently 5 per week for all electronic payments. CCSF is considering reducing the frequency of AP check runs (only) to once a week starting April of this year.

Electronic payables pricing: Approximately how many banks accounts does CCSF maintain to support the payment activity in scope for Module 5? What are the overnight balances that are maintained in those accounts?

Response: Only one bank account. Since CCSF uses a ZBA structure, there are technically no overnight balances within the account.

Appendix Items

1. We have reviewed Appendix A and noted that additional forms related to doing business with the City vendors and invoices as well as supplemental forms Appendices A1, A2 and A3 will be required for firms invited back for Phase 2. Please advise the required forms would be due during Phase 2 or at a later date, before services commence?
Response: Forms will be due after the letter of intent and before negotiations begin. It is advised firms review all of the forms to ensure the ability for your firm to comply with them.
2. Will you be requiring a performance bond for this work given that there is not one in place for either of the current banking providers?
Response: A performance bond will not be required.
3. Would CCSF consider leveraging previously negotiated terms and conditions in order to facilitate completion of the contract?
Response: CCSF will consider leveraging previously negotiated terms and conditions if feasible.
4. In Module 4-Specialized Reporting, Line 57, ONLINE IMAGE MAINTENANCE (PER ITEM) - EXTENDED RETENTION Can CCSF clarify how long they would like retention for? 180days, 1, 2, 7 or 10yrs?
Response: If pricing differs for each of the options (180 days, 1, 2, 7 or 10 years), please disclose the applicable pricing for all options. CCSF desires extended image retention.
5. Can CCSF provide a glossary of definitions for all services listed within the various Appendix D Modules?
Response: AFP codes have been provided, where applicable. CCSF would consider the glossaries of the incumbent bank as sensitive information and should not be shared publicly.
6. What are the differences between the Transmission - Previous Day (Per Account and Per Item CP Connect) and the Mainframe Trans - PDR (Acct and Item) line items?
Response: They are similar services. One of CCSF's departments (HSA) appears to be using an older protocol for transmitting details.
7. Is Mainframe Trans for a specific product that cannot be assessed under the Transmission - Previous Day (Per Account and Per Item CP Connect) line items?
Response: We don't believe so. It appears that one of CCSF's departments (HSA) appears to be using an older protocol for transmitting details.
8. Please provide details on what SDA Status Report represents (Line 26).
Response: It is a report associated with transmitting same day ACH transactions to confirm that they were sent.
9. Please provide details on what the External Message Monthly Maintenance and Per Email represents (Lines 58-59).
Response: Email notifications to online users when reports are ready or alerts on transactions.

Terms and Conditions

1. If the provider is unable to agree to CCSF's agreement, are you requiring redlines for contract exceptions with our response?

Response: As indicated in Section VIII. A. Standard Contract Provisions, "The successful proposer will be required to enter into a contract substantially in the form of the Agreement for Professional Services." We recognize may be unable to agree to CCSF's agreement in its entirety and may request some modifications to terms of the agreement.

Although a redlined version is not requested or required as part of the submission to the response, if there are terms that the firm (i) cannot or is unwilling to negotiate or (ii) cannot adhere to; it may be worthwhile to note as part of its response to avoid frustration during the contract execution phase of the process.

2. If this section refers only to the RFP, would the City prefer respondents to identify terms from the sample agreement that they would want to negotiate in their response? Or can such terms be raised and negotiated following award?

Response: Although a redlined version is not requested or required as part of the submission to the response, if there are terms that the firm (i) cannot or is unwilling to negotiate or (ii) cannot adhere to; it may be worthwhile to note as part of its response to avoid frustration during the contract execution phase of the process.

3. Regarding the requirement to submit objections not less than 72 hours prior to the RFP deadline:
 - a. does 'RFP deadline' mean the proposal due date (currently March 24)?
 - b. If a proposer wishes to request modifications to the Agreement for Professional Services Agreement, does CCSF consider that an objection that must be submitted prior to the proposal due date?

Response: Yes, the RFP deadline means the proposal due date, March 24. A request for modification to the Agreement for Professional Services is not an objection that qualifies under VII. A. Errors and Omissions in RFP. As indicated it is "if the proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP."

4. Should respondents interpret this section B to mean that respondents are required to identify all terms from the sample agreement that they would want to negotiate prior to submitting their response, or does this refer only to objections to the RFP itself, and not to the sample agreement terms?

Response: It refers to the objections to the RFP itself and not to the sample agreement terms.

5. If a proposer declines to bid on a particular module, does CCSF consider that an objection that must be submitted prior to the proposal due date?

Response: No.

6. Is the City & State of San Francisco willing to work from the service provider's Agreement and/or negotiate to incorporate terms required by the service provider?

Response: Yes.

City and County of San Francisco

Attachment A

Sample State of California Warrant



STATE OF CALIFORNIA

DIRECT DEPOSIT NUMBER
99097440

DIRECT DEPOSIT ADVICE

The amount printed on the face of this advice was transmitted to an account at bank 121000358 from the **APS PAYMENT FUND**

097440
SAN FRANCISCO COUNTY TREASURER
PO BOX 1859
SACRAMENTO CA 95812

12 | 28 | 20

DOLLARS	CENTS
\$**324416	.89

NOT NEGOTIABLE

212

PAYEE IDENTIFICATION
NUMBER(S)

When changing accounts or financial institutions, notify your retirement system or agency accounting office immediately. Do not close your old account until you have received your first payment in your new account.



BETTY T. YEE
CALIFORNIA STATE CONTROLLER

PAYMENT FOR YOUTHFUL OFFENDER BLOCK GRANT SPECIAL ACCOUNT (YOB
GS) APPORTIONMENT PER SB 1020
FOR PROPERTY TAX POSTPONEMENT (PTP) PAYMENTS,
CALL 800-952-5661, FOR ALL OTHER PAYMENTS,
PLEASE VISIT [HTTP://WWW.SCO.CA.GOV/ARD_CURRENT_PAYMENTS.HTML](http://www.sco.ca.gov/ard_current_payments.html).



STATE OF CALIFORNIA

DIRECT DEPOSIT NUMBER
99096778

DIRECT DEPOSIT ADVICE

The amount printed on the face of this advice was transmitted to an account at bank 121000358 from the **APS PAYMENT FUND**

096778
SAN FRANCISCO COUNTY TREASURER
PO BOX 1859
SACRAMENTO CA 95812

12 | 28 | 20

DOLLARS	CENTS
\$***16144.84	

NOT NEGOTIABLE

212

PAYEE IDENTIFICATION
NUMBER(S)

When changing accounts or financial institutions, notify your retirement system or agency accounting office immediately. Do not close your old account until you have received your first payment in your new account.



BETTY T. YEE
CALIFORNIA STATE CONTROLLER

PAYMENT FOR JUVENILE REENTRY GRANT SPECIAL ACCOUNT APPORTIONMENT
FOR PROPERTY TAX POSTPONEMENT (PTP) PAYMENTS,
CALL 800-952-5661, FOR ALL OTHER PAYMENTS,
PLEASE VISIT [HTTP://WWW.SCO.CA.GOV/ARD_CURRENT_PAYMENTS.HTML](http://www.sco.ca.gov/ard_current_payments.html).



STATE OF CALIFORNIA

DIRECT DEPOSIT NUMBER
99097324

DIRECT DEPOSIT ADVICE

The amount printed on the face of this advice was transmitted to an account at bank 121000358 from the **APS PAYMENT FUND**

097324
SAN FRANCISCO COUNTY TREASURER
PO BOX 1859
SACRAMENTO CA 95812

12 | 28 | 20

DOLLARS	CENTS
\$*2186052	.64

NOT NEGOTIABLE

212

PAYEE IDENTIFICATION
NUMBER(S)

When changing accounts or financial institutions, notify your retirement system or agency accounting office immediately. Do not close your old account until you have received your first payment in your new account.



BETTY T. YEE
CALIFORNIA STATE CONTROLLER

PAYMENT FOR COMMUNITY CORRECTIONS SUBACCOUNT APPORTIONMENT PER
SB1020
FOR PROPERTY TAX POSTPONEMENT (PTP) PAYMENTS,
CALL 800-952-5661, FOR ALL OTHER PAYMENTS,
PLEASE VISIT [HTTP://WWW.SCO.CA.GOV/ARD_CURRENT_PAYMENTS.HTML](http://www.sco.ca.gov/ard_current_payments.html).



STATE OF CALIFORNIA

DIRECT DEPOSIT NUMBER
99097382

DIRECT DEPOSIT ADVICE

The amount printed on the face of this advice was transmitted to an account at bank 121000358 from the **APS PAYMENT FUND**

097382
SAN FRANCISCO COUNTY TREASURER
PO BOX 1859
SACRAMENTO CA 95812

12 | 28 | 20

DOLLARS	CENTS
\$***54413	.81

NOT NEGOTIABLE

212

PAYEE IDENTIFICATION
NUMBER(S)

When changing accounts or financial institutions, notify your retirement system or agency accounting office immediately. Do not close your old account until you have received your first payment in your new account.



BETTY T. YEE
CALIFORNIA STATE CONTROLLER

PAYMENT FOR DISTRICT ATTORNEY AND PUBLIC DEFENDER SUBACCOUNT.
TO FUND COST ASSOCIATED WITH REVOCATION PROCEEDING INVOLVING P
FOR PROPERTY TAX POSTPONEMENT (PTP) PAYMENTS,
CALL 800-952-5661, FOR ALL OTHER PAYMENTS,
PLEASE VISIT [HTTP://WWW.SCO.CA.GOV/ARD_CURRENT_PAYMENTS.HTML](http://www.sco.ca.gov/ard_current_payments.html).

City and County of San Francisco

Attachment B

5 BAI PDR File Format Requirements and Examples

BAI file format 1: reports bank generated reference number. Copies data in field 5 to field 6

```
01,BANKOFAMERICA,CITYSF03,200603,0703,1,80,1,2/  
02,CITYSF03,121000358,1,200602,2359,,2/  
03,██████████,USD/  
  
Field: 1 2 3 4 5 6  
16,165,94099,S,94099,0,0,54011140593,54011140593/  
88,BOFA MERCH SVCS DES:DEPOSIT ID:██████████2887  
88,INDN:SFGH CAFETERIA CO ID:██████████65B CCD
```

BAI file format 2: reports number after BID* (BID is included in the addenda when our gateway processor remit payments)

```
01,BANKOFAMERICA,CITYSF03,200603,0707,1,80,1,2/  
02,CITYSF03,121000358,1,200602,2359,,2/  
03,██████████,USD/  
  
Field: 1 2 3 4 5 6  
16,165,57770780,S,57770780,0,0,54015008693,270294/  
88,SAN FRANCISC6303 DES:CB STLMNTS ID:██████████  
88,INDN:CITY OF SAN FRANCISCO CO ID:██████████0417 CCD  
88,PMT INFO:/BID*270294
```

BAI file format 3: reports Customer reference number that we provided to bank, i.e. check numbers, ICL deposit, deposit slip, etc....

01,BANKOFAMERICA,CITYSF03,200603,0712,1,80,1,2/
02,CITYSF03,121000358,1,200602,2359,,2/
03, ██████████,USD/

16,255,92986,S,92986,0,0,00090001509,5005836108/
88,ARP RETURNED CHECK
88,DUPLICATE PRESENTMENT
88,CHECK # 5005836108
88,PAID DATE 06/01/20
16,275,105839304,S,105839304,0,0,00722060760,████████77136/
88,TRSF FR ██████████7136
16,475,1321083,Z,09692124983,5005835535/

03, ██████████,USD/

16,187,130715839,S,24725605,87870239,18119995,03992734957,0059080602/
16,301,176008,S,0,0,176008,03992915637,0008004650/
88,CA VAULT DEPOSIT

BAI file format 4: report ZBA sweeps only, i.e. BAI codes 275, 577, etc.... and account number

01,BANKOFAMERICA,CITYSF03,200603,0715,1,80,1,2/
02,CITYSF03,121000358,1,200602,2359,,2/
03, ██████████,USD/
16,275,120600,S,120600,0,0,00722081201,████████7136/
88,TRSF FR ██████████7136
49,120600,4/
03, ██████████,USD/
16,275,167000,S,167000,0,0,00722081753,████████7136/
88,TRSF FR ██████████7136
49,167000,4/

BAI file format 5:

For BAI codes 165 & 455, report BID if present. If no BID, report bank reference.

For all other BAI codes, report Customer Reference No.

01,BANKOFAMERICA,CITYSF03,200603,0717,1,80,1,2/

02,CITYSF03,121000358,1,200602,2359,,2/

03,██████████,USD/

16,301,1199227,S,0,1096481,102746,03992916081,007006158

88,CA VAULT DEPOSIT

16,165,30000,S,30000,0,0,54015008669,269990/

88,SAN FRANCISC6303 DES:CB STLMNTS ID:269990

88,INDN:CITY OF SAN FRANCISCO CO ID:██████████0417 CCD

88,PMT INFO:/BID*269990

16,165,6399,S,6399,0,0,54016195853,54016195853/

88,HEALTH CARE LA DES:HCCLAIMPMT ID:

88,INDN:CITY & COUNTY OF SAN F CO ID:██████████08276 CCD

88,PMT INFO:TRN*1*4149288*██████████8276-

City and County of San Francisco

Attachment C

MTA Vault Deposit Locations

See Excel Spreadsheet

Account Name	Deposit Location Number	Address	City	State	Zip
MTA Main Depository	0	1 South Van Ness Ave.	SAN FRANCISCO	CA	94103
MTA Clipper Fare and Garage OTC	1200	1 South Van Ness Ave.	SAN FRANCISCO	CA	94103
MTA Parking Customer Service	1	1 South Van Ness Ave.	SAN FRANCISCO	CA	94103
MTA Sustainable Streets Parking	221100	2650 Bayshore	Daly City	CA	94014
MTA Sustainable Streets Parking	0	450 7th Street	SAN FRANCISCO	CA	94103
MTA Depository Parking Citations	2300	1 Dr Carlton B. Goodlett Place, City Hall	SAN FRANCISCO	CA	94102
MTA Parking Permits	2400	1 Dr Carlton B. Goodlett Place, City Hall	SAN FRANCISCO	CA	94102
MTA Taxi Main Depository	3100	1 South Van Ness Ave.	SAN FRANCISCO	CA	94103
MTA Garage Depository	41	1 South Van Ness Ave.	SAN FRANCISCO	CA	94103
GARAGE	41110000	250 CLAY STREET	SAN FRANCISCO	CA	94111
GARAGE	41120000	2055 LOMBARD ST	SAN FRANCISCO	CA	94123
GARAGE	41130000	3255 21ST STREET	SAN FRANCISCO	CA	94110
MTA GARAGE - MOSCONE GARAGE	41140000	255 3RD STREET	SAN FRANCISCO	CA	94103
GARAGE	41150000	360 GROVE STREET	SAN FRANCISCO	CA	94102
MTA GARAGE - POLK BUSH GARAGE	41160000	1399 BUSH STREET	SAN FRANCISCO	CA	94109
MTA GARAGE - ST MARYS SQ GARAGE	41180000	433 KEARNEY STREET	SAN FRANCISCO	CA	94108
GARAGE	41210000	735 VALLEJO STREET	SAN FRANCISCO	CA	94133
HOSPITAL	41270000	2500 24TH STREET	SAN FRANCISCO	CA	94110
MTA GARAGE - CIVIC CENTER GARAGE	41350000	355 McCALLISTER STREET	SAN FRANCISCO	CA	94102
GARAGE	41400000	833 MISSION STREET	SAN FRANCISCO	CA	94103
GARAGE	41410000	123 O'FARRELL STREET	SAN FRANCISCO	CA	94102
GARAGE	41440000	444 STOCKTON STREET	SAN FRANCISCO	CA	94108
GARAGE	41450000	333 POST STREET	SAN FRANCISCO	CA	94108
GARAGE	no vault location	3252 PIERCE STREET	SAN FRANCISCO	CA	94123
MTA GARAGE - KEZAR PARKING LOT	no vault location	825 STANYAN STREET	SAN FRANCISCO	CA	94117
GARAGE	no vault location	415 7TH STREET	SAN FRANCISCO	CA	94103
MTA GARAGE - HOFF STREET GARAGE	no vault location	42 HOFF STREET	SAN FRANCISCO	CA	94110
GARAGE	no vault location	766 VALLEJO STREET	SAN FRANCISCO	CA	94133

City and County of San Francisco

Attachment D

Sample EDI Report

ISA*00* *00* *ZZ*SENDERID*ZZ*RECEIVERID *210210*0604*U*00401*000000526*0*P*~\
GS*RA*SENDERID*RECEIVERID*20210210*0604*526*X*004010\
ST*820*000001673\
BPR*I*MONETARYAMT*C*ACH*CTX*01*ROUTINGNUMBER*DA*019461*ACCTNUMBER**01*PGEROU
TINGNUMBER*DA*PGEACCTNUMBER**VEN\
DTM*044*20210210\
ENT*1\
RMR*OI*#####**77.48*77.48*0.00\
RMR*OI*#####**65.38*65.38*0.00\
RMR*OI*#####**83.98*83.98*0.00\
RMR*OI*#####**150.93*150.93*0.00\
RMR*OI*#####**75.57*75.57*0.00\
RMR*OI*#####**123.19*123.19*0.00\
RMR*OI*#####**21.43*21.43*0.00\
RMR*OI*#####**45.12*45.12*0.00\
RMR*OI*#####**59.86*59.86*0.00\
RMR*OI*#####**2182.76*2182.76*0.00\

.....

SE*9005*000001673\
ST*820*000001674\