

Achieving Optimal Results from Banking and Depository RFPs

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A Director at PFM Group Consulting, Ms. Miller leads the Treasury Consulting practice which consults with government, higher ed, healthcare and not-for-profit entities on their banking and treasury operations. PFM's Treasury Consulting practice specializes in organizational assessments, banking RFP and vendor selection services, fee negotiation and banking implementation and transition services.

Ms. Miller began consulting after a 30-year career in the financial services industry, including Prudential Insurance & Financial Services, Bank of America and 20 years at J.P. Morgan Chase where she held a variety of roles in sales, relationship management, and implementation within commercial card, merchant services and treasury services, all within the government, higher ed, healthcare and not-for-profit space.

Early in her banking career, Toinette implemented and managed the very complex state of Texas commercial card program including direct management and support of over 1100 Texas agencies and municipalities. Through consulting with the Texas State Comptroller's office on fiscal and procurement policy, the program saw significant growth and expansion to state agencies, universities, cities, counties, school districts, special districts and not-for-profit entities within Texas and beyond. Growing from \$200K to nearly \$1B in annual charge volume, the program became a significant source of revenue for the state of Texas.

Toinette directs PFM's programming and educational content on banking and treasury topics, delivered through lectures and speaking engagements at GFOA and other industry conferences. A GFOA member, Toinette was recently appointed to serve as member of the TIM Committee. Toinette is also a member of Women in Public Finance and serves on her firm's Diversity, Equity and Inclusion steering committee. Toinette and holds a B.S. in Business Administration and a B.S. in Criminal Justice from Arizona State University and an MBA from Western International University.





Legislative Updates

TENNESSEE

DEPOSITORIES OF MUNICIPAL FUNDS

Tenn.Code ann. § 6-4-402 Depositories of municipal funds...effective 2019

Requires reevaluation of banking services at least once every four (4) years by analyzing proposals from at least two banks

What does this mean?

TN public entities, regardless of size or amount spent on banking fees, are required to reevaluate their depository contracts once every 4 years. Evaluation is defined as analyzing proposals from at least 2 banks, considering banks proposing the highest interest rate, potential service charges or other fees, factors effecting the safety and liquidity of municipal funds. The treasurer or an officer appointed by the treasurer shall prepare a written evaluation of the proposals...



Agenda

COMMON PROCUREMENT TOOLS

RFP BEST PRACTICES

BANKING TECHNOLOGY & SERVICES

MANAGING CASH BALANCES TO MINIMIZE FEES



Common Procurement Tools

- RFQ = Request for Quote
 - Typically used when you know exactly what product or service you want and you only need to know the price. Works well for commoditized goods.
- RFI = Request for Information
 - Procurement tool used to research and collect written information about the capabilities and options in the market
 - Information obtained often used to formulate requirements for an RFP
- RFP = Request for Proposal
 - Typically used as a method when you provide your requirements and ask bidders to propose solutions
 - Most common procurement tool for banking RFPs



RFP Best Practices for Success



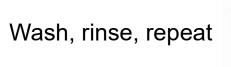
RFP: Best Practices for Success

DOs

DON'Ts



Give yourself time







Research technologies

Provide current pricing





Organizational Assessment

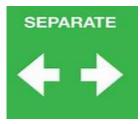
Don't ask if; ask how





New ideas

Separate bids

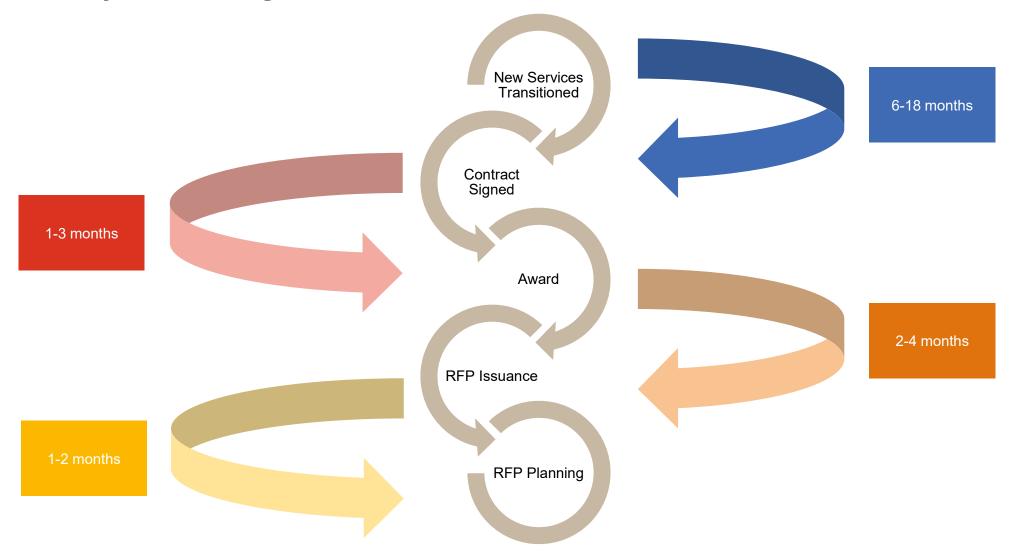




Timing of your RFP



Give yourself the gift of time!





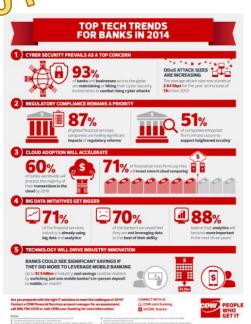
When to Consider an RFP?

- Banking fees are high
- Sizeable investment balances at the bank
 - Compensating balances
 - Cash in custody accounts
 - Sweep investments
- Haven't re-bid banking services recently
- Manual and/or outdated processes
- Legislation requires it

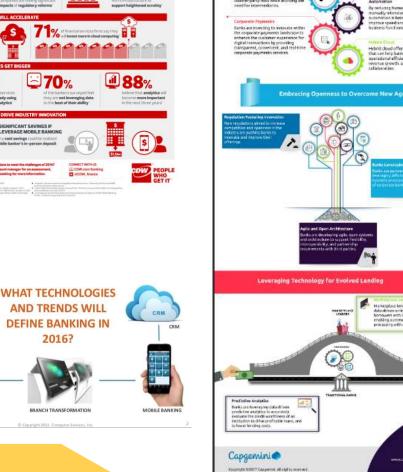
What was talked about then, is not what's talked about now

Enhanced Operational Efficiency

COMMERCIAL



2016?





5 Banking Technology Trends in 2022

The period of 2020-2021 led to the inevitable adaptation of the banking industry to the challenges of the pandemic through the abandonment of traditional methods of work and the transition to a variety of online platforms.¹

5 Banking Technology Trends in 2022 (paycompliance.com)



Key Components of your RFP



At minimum, your proposal should include:

- Intent to bid
- General Information
- Format in which you'd like the RFP submitted
- Minimum Proposer Requirements
- Scope of Services; Questionnaire
- Custom Cost Sheet, Price Sheet, ProForma

- Term of the contract with renewal options
- RFP Schedule, Calendar of Events
- Evaluation Criteria Scoring Methodology
- Special Contract Provisions
- Exhibits and Attachments



Evaluation Criteria

	Evaluation of Banking Services Proposals			Serio Con Si	Me do Se	Signal Si	and processing processing to the processing to the processing processing to the proc
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Evalı	uator	Total	/ ٪.) / v	` / S	, , , , , , , , , , , , , , , , , , ,	\$ / 5.
Operational Requirements		25					
-	Understanding of the needs and		5	10	10	5	10
	operational requirements. Location (e.g. branches, operations center, account officers).		10	0	0	5	0
	Scope of services offered including degree of automation.		10	15	15	15	15
Firm Experience		15					
	Experience, resources, and qualifications of institution and assigned staff.		10	10	10	10	10
	Relevant experience managing similar account relationships with public institutions and agency clients.		5	5	5	5	5
Financial Strength		10					
	Financial strength of proposing institution.		5	5	5	5	5
	Adequacy of financial controls and protection against loss.		5	5	5	5	5
Scope of employee banking services offered		5	5	5	5	5	5
Transition		10					
	Quality and scope of conversion plan.		5	5	5	5	5
	The value of any new product or service suggestions or other new ideas and enhancements.		5	5	5	5	5
Compliance with the requirements of the RFP, completeness and quality of proposal.		10	10	10	10	10	10
	Total before fees	75	75	75	75	75	75
	Proposed fees and compensation	25	25	25	25	0	25
	TOTAL SCORE	100	100	100	100	75	100



Custom Price Sheet, ProForma

- Standardize timeframe for costs, i.e. monthly, annual
- Standard names for services
- Provide volumes for consistency
- Consistency in expressions, rates, units
- Goal: to more easily make an apples-toapples comparison

Pricing Response Form					
Bank Depository Services	-	J.			
Pro-	Average	Average	020000	200	(4400M)
			Total Average	Proposed	Total
Description	Dept A	Dept B	Monthly Volume	Unit Cost	Monthly Cos
DEPOSITORY SERVICES	E (257)	3.725	T	,	To the second
Account Maintenance	71	5	76		
Interest Bearing Account Maintenance	16	4	20	ļ	
Night Drop Deposit	1	3	4		
Bank by Mail Deposit	1		1		
Vault Deposit	77	415	492		ľ
Check Deposit - Paper	5 3	15	15		Ĭ,
Debits Posted - Other	24	127	151		
Deposit Correction - Non-Cash - Image Cash Letter	1		1		Ť.
Checks Paid	2,482	1,730	4,212		ř.
ZBA Master Account Maintenance	4	1	5		*
ZBA Subsidiary Account Maintenance	33	11	44		*
Returns - Email Images	5 (3)	197	197		*
Electronic Return Item Notification	6 9	203	203		¥.
Returns - Chargeback	13	110	123		Y .
Returns - Reclear - per Item	4	93	97		1
Returns - Reclear Services - Maintenance	57	20	77		*
Returns - Alternate Account Per Month	60		60		
Return Item Other Special Instruction	1		1		
Returns - Alternate Account	8		8		V
Returns - Additional Advice	1	70	71		*
Checks Deposited - Foreign Item	1	2	3		*
Checks Deposited - Branch	1		1		8
Checks Deposited - Items Processed	5 3	32	32		*
Checks Deposited - Vault	188	1	189		¥
Automated Stop Payment>12 Months	5 9	17	17		¥
Automated Stop Payment<=12 Months	71		71		¥
Ledger Overdraft Per Day	2		2		*
Debits Posted - Electronic	160	163	323		
Credits Posted - Electronic	1.630	1.549	3,179		*
Deposit Account Statements Over 1	92	20	112		
Manual Stop Payment - Online	1		1		V
Image Cash Letter - per Deposit	119	364	483		X
Image Deposited Items - Image Cash Letter	10.926	47.842	58,768		Ĺ
Transmission Maintenance	1	2014.74	1		
Online Account Transfer	32	34	4 66		
BRANCH/VAULT SERVICES	100	10	55		10
Currency/Coin Deposited per \$100 - Night Drop		97	97		L
Currency Supplied per \$100 - Non-Standard - Vaul	1,650	1,645	3,295		
Deposit Correction - Cash	2	1,043	5,295		*
Coin Supplied per Poll Vault	1/13	1 082			0



Pre-Proposal Conference



- Valuable for large or complex operations
- Talk about goals/challenges and intended operational changes
- Review RFP and solicit questions
- Ensure a fair competitive environment
- Use specific prepared questions to generate audience interaction
- Clarify procurement rules
- Understand who's interested



Question & Answer

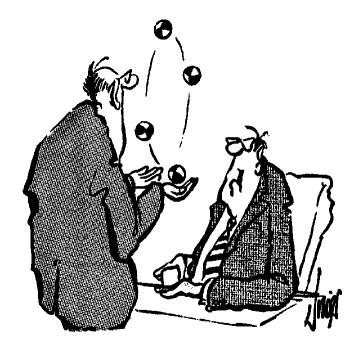
- Require questions in writing
- Set submission deadline 7-10 days after release of RFP
- Provide written answers to all respondents
- RFP due date at least 2 weeks after Q&A





Finalist Interviews

- Request key staff
- Define presentation content; provide agenda
- Opportunity to ask pointed questions
- Understand fee proposal
- Allow enough time



"You seem to have the qualifications we're looking for



Educate yourself on Banking Technology & Services



Outsourced Check Printing



- Bank receives check issue file; then prints and mails checks on your behalf
- Includes positive pay and account reconciliation services
- Advantages
 - Lower cost for supplies
 - Postage savings on bulk mailing
 - Focus on core competencies
 - Augments business resiliency



Mobile Banking



- New mobile features and applications have provided access to essential banking functions such as:
 - Balance reporting
 - Check deposit
 - Initiation of a repetitive wire
 - Secondary approval of wire transfers
 - Decisioning of Positive Pay items
 - Resetting of a user's password
 - "Soft" token for MFA



Tokenized Payments/Zelle



- Business-to-person (B2P) electronic payment using payee's email or cell phone number
- Consumers who register with Zelle network can receive electronic payments
- Benefits
 - Reduce need to store bank account data
 - Less expensive to issue vs. check
 - Faster payments to payee



Same Day ACH



- Same Day ACH transactions are available now
 - Settle in batches throughout the day
 - Funds available to their depositors by 3:00 PM (PT)
 - Your own deadlines determined by your bank
- Recent Change
 - March 2022: Transaction limit raised to \$1,000,000
- Beware Accidental Use
 - Educate staff on appropriate use cases
 - Understand opt-in and opt-out status

© PFM Source: NACHA 24



Integrated Payables



- Single file to communicate all payment types to banking partner including:
 - Check
 - ACH
 - Wire
 - Virtual Card
 - Zelle
- May feature "smart routing" of transactions
- Options for who maintains beneficiary account data



ATM Deposit Card for Commercial Deposits



- Banks offer commercial ATM cards to enable bank deposits on your own schedule
 - Avoid lines in the branch
- Cards offer the ability to deposit but not withdraw
- Automated and immediate deposit verification
- Typically cheaper than branch deposits or night drop



Instant Payments



- Real Time Payments/RTP (The Clearing House)
 - Immediate and irrevocable funds availability, 24/7
 - "Push" payments only; messaging functionality enables requests for payment & response
- FedNow (Federal Reserve)
 - Intended to expand instant payments beyond largest banks
 - Scheduled for debut in 2023



Electronic Bill Payment & Presentment



- Service that banks use to electronically or digitally present your bill, i.e. tax bill, utility bill, insurance bill, to facilitate a faster and/or electronic payment of that bill.
 - Improves collection and billing efficiency
 - Automates the Accounts Receivables process
 - Typically offers multiple choices for convenient ways to pay:
 - ACH, eCheck, Tokenized Payments (Zelle, Venmo, etc.) Credit Card, IVR (phone), Kiosk.
- May feature secure email delivery, stored payment data and autopay
- Some EBBP solutions offer a convenience fee model as allowed by association rules and state, federal legislation.



Account Validation Services



- Banks offer access to databases to validate account status and ownership in real-time
 - Database will return Y/N response
 - Validation can protect against fraudulent debits and payments
 - Useful for suspicious ad hoc requests and as part of standard A/P and payroll process
- Can be useful to comply with NACHA rule on WEB Debit validation



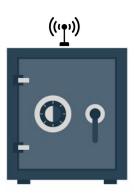
Remote Check Scanning/Virtual Lockbox



- High-volume scanners in your office which commonly replace physical deposit of checks
 - Reduced reliance on transport
 - Faster collection
- Virtual or remote lockbox option where the scanned check goes through your lockbox workflow
- Many banks offer mobile deposit option
 - May be cost-effective option for low-volume outlets



Remote Cash Safe



- On-site vault that accepts bills for deposit
 - Substitute multiple trips to the branch with reduced armored car pickups
 - Direct communication with your bank for same day credit
 - Counterfeit detection
- Cost is roughly equivalent to daily pickup cost
- Stringent requirements around vault placement
- Armored car/cash services vendor typically a 3rd party arrangement.



Virtual & Sub-Accounts



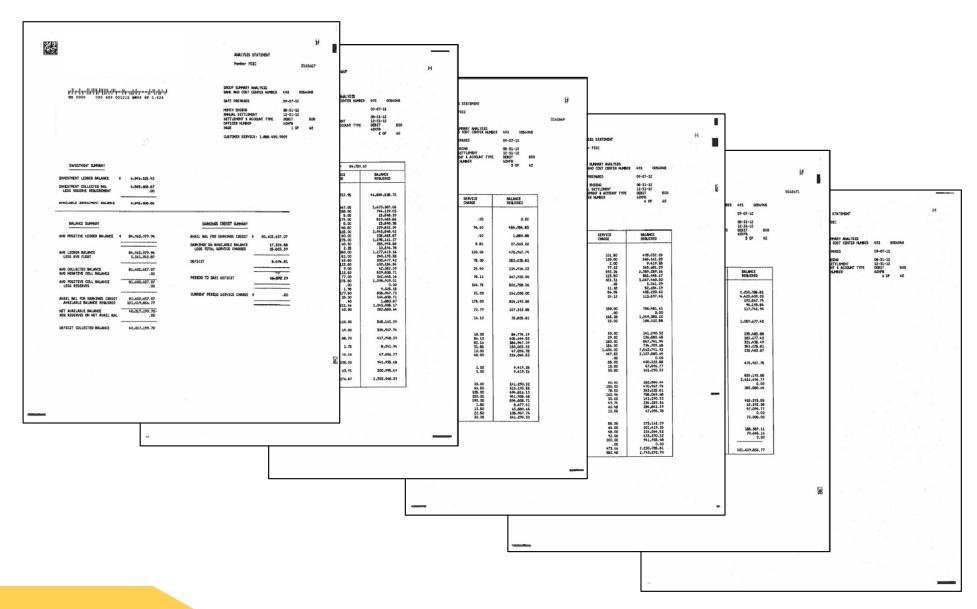
- Some banks offer enhanced capabilities for helping with reconciliation that include:
 - Subaccounts within a DDA that segregate transactions within reporting
 - Virtual accounts: unique payment instructions generated for different payers/purposes
 - » Allow for payment via ACH and Wire
- Can be useful for quickly identifying incoming EFT



Managing Cash Balances



How Do Banks Invoice Fees - Account Analysis Statements





Account Analysis Statements



- "Invoice" for banking services
 - Different than your monthly statement showing transaction activity
- Information included
 - Service descriptions, per item fee, volume used
 - Balance and compensation details
- Often available electronically
 - PDF
 - XLS/CSV
 - EDI 822
 - Interactive online modules



Sample Analysis Statement – Closer Look

Service	Unit		Service
Description	Price	Volume	Charges
RECOUPMENT MONTHLY IB	0.12750	1,500.13	191.27
RECOUPMENT MONTHLY	0.12750	28,371.73	3,617.40
BALANCE & COMPENSATION INFORMATION			3,808.67
CONT DISB CREDITS POSTED	0.35000	36.00	12.60
DESKTOP DEPOSIT-DEPOSIT CREDITED	0.35000	75.00	26.25
ACCOUNT MAINTENANCE W/ CHK RETURN	4.80000	5.00	24.00
ZERO BALANCE MASTER ACCOUNT MAINT	9.45000	1.00	9.45
ACCT MAINTENANCE	4.80000	4.00	19.20
ACCT MAINTENANCE CHEXSTOR-PLUS	4.80000	1.00	4.80
ZERO BALANCE MONTHLY BASE	6.75000	7.00	47.25
DEBITS POSTED	0.04000	765.00	30.60
GENERAL ACCOUNT SERVICES			174.15

For illustrative purposes only



Earnings Credit Rates / Compensating Balances



- Earnings Credit Rates (ECRs) are credits offered by a bank to offset service charges.
 - Credits available for paying bank fees
 - Unused credits expire eventually
- Historically, the rate paid was often pegged to the U.S. Treasury bill rate.
- Transition to bank-managed rates.
 - Rate may not move with market rates



Sample Analysis Statement

EARNINGS CREDIT SUMMARY

AVAIL BAL FOR EARNINGS CREDIT	\$	25,000,000.00	\$18,04	7.95	365
EARNINGS ON AVAILABLE BALANCES LESS TOTAL SERVICES CHARGES		18,047.95 20,130.49	\$25,000	$-\mathbf{x}$	31
DEFICIT	_	2,082.54		= 0.85	5%

For illustrative purposes only



- Deposit-based fees
- 2. Reserve Requirement
- 3. Expiration date of credits



Deposit-based fees (f/k/a "FDIC" Fees)

- Many banks will assess a fee based on the value of deposits
- Fees are not standard across banks
- Amount of fees can equal or exceed the earnings credit paid
- Banks may consider waiving this for "premium" relationships



FDIC Announcement



Federal Deposit Insurance Corporation 550 17th Street NW, Washington, D.C. 20429-9990 Financial Institution Letter FIL-33-2012 July 9, 2012

Caution Regarding Passing Deposit Insurance Assessment Fees on to Customers

"...the FDIC discourages institutions from specifically designating that a customer fee is for deposit insurance or from stating or implying that the FDIC is charging such a fee."



What Terms to Look for?

- ✓ Balance Based Charges
- ✓ Deposit Administration Fee
- ✓ Deposit Bank Assessment
- ✓ Deposit Coverage
- ✓ Recoupment Monthly





Sample Analysis Statement

FDIC-like charges are typically included in line-item portion of monthly analysis statement

Service	Unit		Service	
Description	Price	Volume	Charges	
RECOUPMENT MONTHLY IB	0.12750	1,500.13	191.27	
RECOUPMENT MONTHLY	0.12750	28,371.73	3,617.40	
BALANCE & COMPENSATION INFORMATION			3,808.67	
CONT DISB CREDITS POSTED	0.35000	36.00	12.60	
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ZERO BALANCE MONTHLY BASE	6.75000	7.00	47.25	
DEBITS POSTED	0.04000	765.00	30.60	
GENERAL ACCOUNT SERVICES			174.15	

For illustrative purposes only



2. Reserve Requirement

- When in effect, the bank will reduce the balance you can earn a credit on by 10%
- Less common than Balance-Based Fee
- Fed waived 10% reserve requirement in March 2020; however, not all banks followed suit



Bank Charges Can Significantly Reduce the Benefit of the ECR

No Reserve Requirement or FDIC Earnings Credit on Compensating Balance			Reserve Requirement and FDIC Assessed Earnings Credit on Compensating Balance			
Less Reserve Requirement	0%	\$0	Less Reserve Requirement	10%	\$2,500,000	
Available Balance		\$25,000,000	Available Balance		\$22,500,000	
Earnings Credit	0.25% \$25,000,000 * 0.25 * 31/365	\$5,308	Earnings Credit	0.25% \$22,500,000 * 0.25 * 31/365	\$4,777	
Less FDIC Assessment	0% \$0/(\$25,000,000 * (31/365)	\$0	Less FDIC Assessment	0.10% \$2,123/(\$25,000,000 * (31/365)	\$2,123	
Net Earnings Credit	0.25% on Collected Balance	\$5,308	Net Earnings Credit	0.125% on Collected Balance	\$2,654	

For illustrative purposes only



3. Earnings Credit Expiration Date

- Many banks do not allow unused credits to be applied to future charges
- Some banks will allow credits to roll over quarterly, semi-annual, or annually
- Credits that expire unused are not paid out as interest
- Lost credits will erode the value of the ECR



Sample Analysis Statement

EARNINGS	CREDIT	SUMMARY

AVAIL BAL FOR EARNINGS CREDIT EARNINGS ON AVAILABLE BALANCES LESS TOTAL SERVICES CHARGES	\$	25,000,000.00 18,047.95 20,130.49	 \$18,047.95	365
DEFICIT	_	2,082.54		85%
PERIOD TO DATE EXCESS		59,477.53		

For illustrative purposes only



Balance Compensation Evolves



- Many banks offer alternatives that include hard dollar interest
- Each bank may offer a slightly different structure:
 - Interest on "excess" balances
 - Interest on balances above a "peg" amount
 - Interest on all DDA balances
- Like with compensating balances, rates are often bankmanaged
 - Often subject to the same reserve requirement and deposit-based fees as traditional compensating balances

Thank you for your participation!

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