The Cincinnati Metropolitan Housing Authority along with its instrumentality Touchstone Property Services and other related entities require various banking and other related services.

1.0   Areas of Service/Definitions: As further detailed herein, the Authority is seeking proposals to provide the following services. The information or work plan proposed by the proposer in Section 4 of the proposal shall fully detail the proposer's offer pertaining to each of the following, including the submittal of sample forms, if appropriate.

1.1   Account Analysis-Credit Adjustment: Periodic bank adjustment for prior account analysis statement (could also be a debit).

1.2   ACH Fraud Filter Review Base-Fax: Monthly fee for service that allows the HA to review incoming ACH transactions to determine if they are authorized.

1.3   ACH Fraud Filter Stop Base Charge-Fax: Monthly fee for service that stops and returns all incoming ACH transactions.

1.4   ACH Mail Service: Mailing of ACH Notification of returns.

1.5   Automated Clearing House (ACH): No further description.

1.6   Online Account Statements (AS): Within 3 business days of the end of each calendar month, provide to the Authority monthly AS showing overall activity for each of the individual Authority accounts.

1.7   Central Depository Account (CDA): Maintain a CDA which shall facilitate the collection of all Authority deposits made into the GFA's. The CDA is a Zero Balance Master Account and the GFA's as sub accounts feeding into the Master.

1.8   Checks: Size: 9 ½" 7"; continuous form; three-part NCR; tractor feed micro encoded and numbered in sequential order; no breaks in numbers; check protect paper and endorsement lines on back of check. For any required check returns to the Authority, a photo copy image is acceptable.

1.9   Collateral Securities (CS): Collateralize all Authority funds and investments over the FDIC limits pursuant to all applicable State statutes and HUD regulations.

1.10 **Credits Posted:** Fee for Authority deposits (credit, not a debit).

1.11 **Demand Deposit Account (DDA):** Pertains to checking accounts.

1.12 **Deposit Tickets (DT):** 8 ¾" x 3 ¼", triplicate NCR, bound 25/book.

1.13 **Deposit Slips (DS):** Provide to the Authority standard MICR encoded DS for normal deposits.

1.14 **Deposited Checks-Bank Affiliates:** There are instances when checks are deposited that are drawn on affiliated banks in states other than our State.

1.15 **Earnings Allowance (EA):** In lieu of paying interest, the bank will calculate an EA on the collected balances in the Authority checking accounts and will apply that amount to the account analysis, which may (and probably will) reduce/offset the monthly bank charges paid by the Authority.
  1.15.1 Explain how the earnings allowance percentage will be determined and what it is tied to, and how often it might change such that any changes may be readily verified.

1.16 **Extended Storage:** 30 Days: Per Transaction for items viewed on the Internet by the Authority for up to 30 days. 60 Days: Per Transaction for items viewable on the Internet by the Authority for up to 60 days.

1.17 **General Fund Accounts (GFA):** Maintain a GFA for all Authority housing programs to facilitate funds received from all Federal and state agencies.

1.18 **Images of Checks by CD ROM:** The image of each check cased will be shown front and back (front and back of each check shall count as one image).

1.19 **Inter-fund Transfers (IT):** Provide Internet IT between accounts.

1.20 **Internet ACH One-day Item:** ACH entries sent to the bank via the Internet with one-day settlement.

1.21 **Internet ACH Same-day Item:** ACH entries sent to the bank via the Internet with same-day settlement.

1.22 **Internet ACH Two-day Item:** ACH entries sent to the bank via the Internet with

two-day settlement.

1.23 **Internet Wire transfers Item:** Both domestic and International wire transfers with the same day settlement.

1.24 **Investment:** Be able to provide a wide range of investment services. The Authority currently invests excess funds in Federal-type securities only.

1.25 **Monthly Account Analysis Reports (MAAR)/ Daily Cash Balance Reports (DCBR):** shall be provided to the Authority via the Internet.

1.26 **Notice of Change (NOC):** Must be delivered to the Authority within 1 work day of receipt.

1.27 **Operating Assistance Balance Report-Per Call:** The Authority call to the bank for account balance (in lieu of using the Internet).

1.28 **Returned Items (RI):** Re-process all returned items once for deposits only.

1.29 **Payroll/Direct Deposits:** Payroll direct deposit service provided by another contractor; the Bank shall, at any local branch, honor all Authority payroll checks presented by the payee with proper identification at no charge to the Authority employee.

1.30 **Positive Pay:** Prevent fraud by detecting unauthorized or counterfeit checks. Allows the Authority to review exceptions, make on-the-spot corrections, download images of exceptions to help make a pay/no pay decision and create register entries for all exception items before final payment.

1.31 **Previous Day Subscription:** Information reporting aka balance reporting - monthly fee, per account.

1.32 **Proper Check Authorizations (PCA):** Ensure that the proper Authority signature is on any Authority check presented for payment.

1.33 **Security Deposit Accounts (SDA):** Maintain SDA's for Authority programs that require such accounts.

1.34 **Serial Sort-**Per Item: Send a CD for each checking account containing

cancelled checks that will interface with the Authority's accounting systems to facilitate reconciliation. Send with the monthly bank statement.

1.35 **Stop Payments (SP):** In a timely and appropriate manner, facilitate all stop payment requests received from the Authority. Must have capability to enter via the Internet.

1.36 **Wire Transfers (WT):** Be able to provide WT services and shall guarantee immediate credit on all such transfers upon receipt (next day credit on U.S. Treasury checks).

1.37 **Zero Balance Accounts (ZBA):** Maintain 2 accounts payable accounts as ZBA's which are designed to automatically draw from the CDA only those funds required on a daily basis.

1.38 **Other Services:** Under Tab #12, submit a full description of any additional services not detailed herein that are available to the Authority or its employees.

2.0 **Debit Cards:** Prepaid debit cards are utilized for tenant utility payments. Include a description of your experience with clients such as CMHA's tenants who may not have other banking resources. Include any fees or expenses to CMHA with your product and for the tenants using such cards. There are currently about 5400 cards active. Most are loaded on the first of the month, and then about 5% are loaded on the 15th. The average load is about $100 per card. CMHA would like to expand the debit cards to per diem reimbursements to tenants.

3.0 **Electronic Payments:** Describe the process and software for initiating ACH transactions. Please include transmission format requirements, API documentation, if any, and other details you consider relevant. Provide the timing requirements of the data exchange such as the number of business days prior to the effective date and the time requirements for corrections. Indicate the timing of the transfers, that is, whether the financial institution utilizes early day or memo posting. CMHA wants to use ACH processing to facilitate payments from customers, to vendors, and for employee reimbursements. CMHA requires a dual-approval system with one person creating the payment/pull and the second to approve the processing of the payment/pull. For resolution of problems describe the procedures, the timing requirements and the deadlines.

4.0 CMHA currently uses lockboxes to receive tenant payments of rent. CMHA sends out a coupon with an OCR scan line which is usually returned with the payment for processing. Please describe any services which you offer including fees to either CMHA or to tenants to receive rent payments.

5.0 **Current Accounts:** The Authority currently has the following 17 accounts in addition to other accounts listed on the Fee Submission Form and contained in the Analysis Statements:

Account Name	Account Description	12 Month Avg. Balance
HCV Admin	Checking-ZBA	$ 1,909,468
CMHA Operating Account	Checking-ZBA	$ 3,345,523
FSS		$ 700,882
Security Deposit		$ 908,791
Lockbox	Checking-ZBA	$ 4,478,512
Local Initiative	Checking	$ 96,067
CMHA Campus	Checking-ZBA	$ 271,392
Special Services PBS	Checking-ZBA	$ 1,758,217
Section 8 HAP	Checking	$ 1,440,300
Special Event	Checking	$ 7,639
CMHA Set side	Checking	$ 9,027,346.
CMHA RAD Baldwin Grove	Checking	$ 18,814
H.S.A	Checking	$ 42,052
ARRA	Checking	$ 144,033
CFFP Debt Service Escrow	Checking	$ 1,536,953
Medical Reserve	Checking	$ 44,720
Money Market Investment	Money Market	$ 1,063,682
	Total	$25,456,589

6.0 **General Requirements**

    6.1 The successful proposer must provide one system only for all accounts. The Authority must be able to go to the banking Internet system and download all reports and conduct all services, including:

        6.1.1 Account balances;

        6.1.2 Items cleared prior day;

        6.1.3 All transfers completed;

        6.1.4 Deposits completed;

        6.1.5 Wires completed.

    6.2 **FDIC Insured:** The successful proposer will be required to present proof that it is an FDIC insured institution.

    6.3 **Regulatory Requirements** – Contractor(s) shall comply with all applicable federal, state and local laws, regulations, ordinances and codes and obtain any licenses or permits required to provide services under this RFP.

    6.4   **Contact Number:** The successful proposer shall provide a contact person including name, phone number, and email address. The contact person will respond to issues within twenty-four (24) hours.

7.0   **Positive Pay Process**

    7.1   Daily Monday through Friday, we will send the Bank a Positive Pay file that includes the tenant IDs that we will accept payment from. If the tenant's status is Eviction they will not be included in the Positive Pay file.

    7.2   Daily Monday through Friday, we will send a file to the Bank which includes new tenants' information (as a minimum Unique Customer ID, First name, Last name, Address, Property ID).

    7.3   Daily Monday through Friday, we will send a file to the Bank which includes tenants' information (as a minimum Unique Customer ID, First name, Last name, Address, Property ID) that have moved out. It also lists a daily update of how much each tenant owes.

    7.4   Daily the Bank will provide a file that lists the Tenants that have paid through the Epay system. CMHA will download the file and import into Yardi Voyager for processing.

8.0   **Lockbox Process**

    8.1   Daily Monday through Friday, we will send the Bank a Positive Pay file which includes the tenant IDs that we will accept payment from. If the tenant's status is Eviction they will not be included in the Positive Pay file.

    8.2   Daily Monday through Friday, we will send a file to the Bank which includes new tenants' information (as a minimum Unique Customer ID, First name, Last name, Address, Property ID).

    8.3   Daily Monday through Friday, we will send a file to the Bank which includes tenants' information (as a minimum Unique Customer ID, First name, Last name, Address, Property ID) that have moved out. It also lists a daily update of how much each tenant owes.

    8.4   Daily the Bank will provide a file that lists the Tenants that have paid through the Lockbox system and contains as a minimum Unique Customer ID, First name, Last name, Address, Property ID, Coupon Date and Received/Deposit Date. CMHA will download the file and import into Yardi Voyager for processing.

9.0   Other Requirements and Information

9.1   CMHA is looking for a banking partner who can provide solutions for receiving payments from residents, many of whom are unbanked.   CMHA is currently using a lockbox. Please describe solutions you offer.

9.2   There are additional accounts that may be added to the awarded bank.   There are multiple accounts for Touchstone Property Services managed properties. Touchstone is an instrumentality of CMHA.   However, investors in those properties may have other banking requirements or preferences.

9.3   The bank is responsible for all subcontractors they utilize on CMHA's accounts. All terms and conditions shall apply to the subcontractors and bank is responsible for communicating CMHA's requirements to their subcontractors.

9.4   Fuel Cards:

9.4.1   CMHA is additionally seeking proposals for fleet payment solutions to include card, mobile application, digital and virtual payment services permitting CMHA to make fuel purchases from gas stations located in Hamilton County, Ohio. Travel outside of Hamilton County is rare. Fuel Cards must:

9.4.1.1 Restrict purchases to fuel only.

9.4.1.2 Offer reporting features that detail purchases by card number and/or PIN.

9.4.2   Proposer may include a complementary offering of services, including, but not limited to card issuance and replacement, account customization, transaction processing and payment settlement, transaction statement and reporting, fleet data analytics, digital and mobile applications, training, and technical and customer support.

9.4.3   CMHA is exempt from federal excise taxes; TPS is not.

9.4.4   Proposers may include related equipment, accessories, and services to the extent that these solutions are complementary to the equipment, products, or service(s) being proposed.

10.0   Performance Standards

10.1   The COO may waive the fee reductions at her discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

10.2   Lockbox processing shall be completed within 24 hours of receipt by the bank (or next business day if over a weekend or holiday). If processing is not completed within 24 hours for three or more days, then lockbox fees shall be waived for three months. Then the count will restart. Processing includes picking up mail from the post office, depositing funds in the appropriate accounts, and providing an accurate report to CMHA.

10.2.1 If the lockbox contents are lost, misplaced, or stolen after the time the courier assumes control, then the bank shall reimburse CMHA for the average daily balance of the preceding 3 business days and following 3 business days if the contents cannot be determined within one week.

10.3 Daily transaction reports will be available by 8 am for transactions that occurred through midnight the day before.

10.4 File transfers shall be available (including lockbox receipts) within one business day by no later than noon. If there are more than three late deliveries within one year or there are errors in the information, then $325 shall be deducted from gross fees for any other late deliveries within that year.

10.5 Positive pay exception report shall be provided to CMHA by 10 am (local time) daily, and then CMHA will respond by 3 pm that day. For each hour that the exception report is late, CMHA shall have an extra hour to respond up to 5 pm. If reports are not provided by noon, then CMHA shall have until the next business day to respond. If positive pay errors are made by the bank, then all penalties and fees caused by the error shall be assumed by the bank.

10.6 Positive pay reports sent by CMHA to the bank shall be implemented immediately.

10.7 Quality assurance is critical. For errors (e.g. duplicates, typographical errors that misrepresent the transaction posted in the bank) after the first three errors, fees shall be reduced by $50 for each error for the remainder of the contract year.

10.8 The monthly statements shall be available the next business day after month end. If not for more than three months in a year, then fees for statements shall be waived for the remainder of the year.

10.9 Direct deposit on pre-paid debit cards shall be within 24 hours or the next business day of the direct deposit initiation. Preferably the deposit will be instantaneous.

10.10 Secure file transfers mechanisms must be used to transmit files between CMHA and the Bank.

10.11 Data breaches that affect CMHA resident or Agency data must be reported within 24 hours of discovery. Mitigation of data breaches or compromises of CMHA resident or Agency data will solely be the responsibility of the Bank. In addition, reasonable credit monitoring, credit restoration, and data restoration expenses incurred by CMHA residents or the Agency will be the responsibility of the Bank.

10.12 Accounts should be sweep accounts.

11.0   Contract Terms

   11.1   Contract Term
      11.1.1 The Authority intends to enter into a three-year contract with the option, at the Authority's sole discretion, to extend two one-year contracts with the successful offeror(s) selected to provide the services.

   11.2   Indefinite Quantities Contract (IQC) CMHA does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, but will reserve the right to award work on an as-needed basis.

      11.2.1 Guaranteed Contract Minimum Amount and Not-to-exceed Maximum Amount: As may be further detailed herein, as the ensuing contract will be an Indefinite Quantities Contract (IQC), which, pursuant to HUD regulation, requires CMHA to award the responsive and responsible contractor a Guaranteed Contract Minimum Amount (GCMA) and Not-to-exceed Maximum Contract Amount (NMCA) of work, those required minimum and maximum contract levels are: (a) GCMA: $100; (b) NMCA: $120,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.

   11.3 CMHA has multiple instrumentalities such as Touchstone Property Services. There will be additional properties added.   All discounts shall be applied across CMHA and its instrumentalities.