

**INDIANA UNIVERSITY
INDIANAPOLIS CAMPUS
(IUPUI)
DEPOSITORY ACCOUNT
AND SERVICES
REQUEST FOR PROPOSAL
(RFP)
FEBRUARY 2000**

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ATTACHMENT A Volumes and Pricing Worksheet

SECTION A 1.0

HISTORY

Indiana University (IU) founded in 1820, is a public educational institution. The IU system includes eight campuses with core campuses located in Bloomington (BL) and Indianapolis (IN); other campuses are located in Gary (NW), South Bend (SB), Columbus (CO), Kokomo (KO), Richmond (EA) and New Albany (SE). IU is a State supported institution that enjoys a total student population in excess of 92,599 supported by staff and faculty personnel of over 28,875 with an annual budget of nearly \$2 Billion Dollars.

Additional information on Indiana University may be seen at: <http://www.indiana.edu>

SECTION B 2.0

SCHEDULE OF EVENTS

Issue RFP February 7, 2000

Responses Due (by 3:00 p.m.) March 15, 2000

Review/Select Finalists April 12, 2000

Finalists Interviews April 17 – 25, 2000

Award Contract May 1, 2000

Implementation May-June 2000

SECTION C 3.0

TERM OF CONTRACT:

The term of this contract award is for a period of Three (3) years beginning May 1, 2000 and ending April 30, 2003. There is the possibility of renewal for two additional one-year terms if mutually agreed upon.

SECTION D 4.0

EVALUATION CRITERIA:

The following factors will be considered in making the award and are weighted and listed in their order of importance:

25% Total cost of all services provided.

20% Accessibility and availability of funds.

20% Technical capabilities in meeting IU's specified requirements.

20% Quality of services offered and customer service initiatives.

10% Convenience offered to IU's staff, faculty and students.

5% Conformity to the requirements described and/or acceptability of any variations proposed.

SECTION E 5.0

PROPOSAL RESPONSE PROCEDURES, TERMS and CONDITIONS:

Responses should be organized in the same sequence as this RFP and respond directly to each specification item, requirement, or question at the level of detail at which each is presented. In addition to point-by-point responses, you may include descriptive literature if you make reference to specific contents. In reviewing the proposals, University personnel will not search through general literature. Where a question is asked, answer the question and supply any supportive detail.

5.1 Participants must reply to each and every item in this RFP that requests information. Exceptions in whole, or in part, to any item or requirement must also be noted.

5.2 Participants are not required to rewrite the statements as they appear in this RFP but should reference each response with the specific item number.

5.3 Where you are requested to supply information, include that information in the body of your response or note that it is comprised of an attachment to your response.

5.4 Failure to respond to all items in this RFP or conform to the proper format may result in the respondent's disqualification at the discretion of Indiana University.

5.5 While responses must address all items, it is important to remember that we also encourage and solicit any creative ideas for improvements or cost savings related to this transaction that may not be noted in this document. Functional, technical, and economic solutions beyond the confines of this RFP query may also be considered.

5.6 Vendors submitting proposals, which are deemed to be the most advantageous to the University may be requested to give an oral presentation to a selection committee.

5.7 The University reserves the right to conduct discussions with any or all participants for the purpose of clarification of proposals.

5.8 Five (5) copies of your proposal should be submitted via hard copy plus an electronic submission either via e-mail or diskette. All responses must be sent to:

INDIANA UNIVERSITY

**Attn: Patrick L. Smith, C.P.M.
Purchasing Department
400 East Seventh Street
Poplars Building, Room 402
Bloomington, IN 47405-3085
Phone: 812-855-5037
Fax: 812-855-7839
E-mail: plsmith@indiana.edu**

5.9 Questions pertaining to the process of how an Indiana University *Request for Proposal* is handled should be directed as indicated above.

5.10 Proposals must be submitted on or before March 15, 2000 at 3:00 p.m.

5.11 Facsimile or telephoned proposals are not acceptable.

5.12 The proposal(s) must be signed by a duly authorized agent of your company. Proposals that are not signed may be rejected.

5.13 All proposals become public documents and are subject to public review (upon request) after the completion of an award. Any information considered to be proprietary by the vendor shall be placed in a separate envelope and marked "Proprietary Information." Pricing information cannot be considered proprietary.

5.14 The volume of transactions indicated is historical and does not represent a minimum volume commitment on the part of the University.

5.15 Invoices for fees due are to be received quarterly by the successful bidder as determined by monthly account analysis.

5.16 Prices must remain firm for the contract period of 3 years. Pricing for optional years will be negotiated if the optional years are requested. The University reserves the right to terminate any contract arising from the RFP with sixty (60) days written notice.

5.17 Questions regarding technical specifications and scope of requirements should be directed to:

INDIANA UNIVERSITY

**ATTN: Donna S. Broadstreet, CCM
Director, Banking Services
400 East Seventh Street
Poplars Building, Room 207
Bloomington, IN 47405-3085
Phone: 812-856-5838
Fax: 812-855-3863
E-mail: dbroadst@indiana.edu**

SECTION F 6.0

**REQUIREMENTS FOR CONDUCTING BUSINESS WITH INDIANA
UNIVERSITY**

6.1 The laws of the State of Indiana shall govern the interpretation and performance of any agreement. Any action brought to enforce any provision of this agreement shall be brought in the appropriate courts of the State of Indiana. The parties understand and expressly agree that any claims, demands, or actions asserted against The Board of Trustees of Indiana University, its agents or employees, shall be brought only in the court system of the State of Indiana.

6.2 Indiana University will not enter into any contract or affix signatures to any document(s) from a supplier whose terms, written or verbal, require the University to waive all conditions or requirements negotiated, provided for in this document, our purchase order, or by mutual consent. Any document containing a clause or clauses that serve to supersede all other documents attached to this transaction will be rejected.

6.3 Participants in this process are to furnish copies of all contractual documents that could become a part of an agreement/contract arising from this process. A legal review of the vendor's contractual demands in view of what is acceptable to IU as a State entity will be part of the criteria in evaluating the vendor's offer.

6.4 University Option: Indiana University, notwithstanding any other provision of this RFP, expressly reserves the right to:

6.4.1 Waive, or decline to waive, any insignificant defect or informality in any proposal or proposal procedures;

6.4.2 Reject any or all proposals or offers and any part thereof;

6.4.3 Accept any proposal or any part thereof;

6.4.4 Reissue a request for proposals;

6.4.5 Negotiate with any or all the vendor representatives for the purpose of obtaining best and final offers.

6.5 Subcontracting: A supplier must document any intent to use another vendor(s) or private individual(s) as a subcontractor(s) for any part or whole of the services they offer in response to this RFP. Indiana University reserves the right to approve or reject any subcontracting agent or reject proposals based on the use of subcontracted work if not in the best interest of the University.

6.5.1 Upon exercising a contractual agreement from this RFP, no right or obligation may be transferred or assigned to any supplier, without written permission of the University. Any attempted assignment of delegation by the supplier shall be wholly void and totally ineffective for all purposes of satisfying the terms and conditions of this transaction.

6.6 Indemnification: The selected vendor(s) will indemnify the University, the State of Indiana, and the agents and employees of either, against damages, losses, and expenses (including attorney's fees and expenses) occurring in connection with, or in any way, incident to or arising out of the occupancy, use, service, operations, or performance of work in connection with any legal agreement or contract arising from the provider(s) response to this RFP, except for matters caused solely by the University's negligence.

6.7 Sexual Harassment and Nondiscrimination: While present on IU campuses, the contractor, including all employees and agents, agrees to abide by and comply with all Indiana University, federal, state and local policies, regulations, and laws that pertain to sexual harassment and nondiscrimination. The contractor or vendor will take proactive action to insure that applicants, employees, and customers are treated fairly during employment without regard to, or in discrimination of, their race, religion, sex, national origin, marital status, age, sexual orientation, veteran status, or disability. Vendor further agrees that the vendor's employees and agents, while on IU premises, shall comply with and observe all applicable rules and regulations concerning conduct on the premises of IU which are imposed upon IU employees and agents.

6.8 Cancellation: A contract arising from a response to this RFP process can be canceled without penalty if any of the following conditions exist during the life of the agreement:

6.8.1 Breach of contract; or

6.8.2 The selected vendor fails to furnish goods and services required by any agreement arising from this RFP. Performance in any agreement necessarily includes delivery and response times to goods and services noted in this RFP; or

6.8.3 Where the contract was obtained by fraud, collusion, conspiracy, or any other unlawful means; or

6.8.4 The selected vendor(s) shall repeatedly fail to respond to requests for maintenance or other services within the time limits set forth in the agreement; or

6.8.5 The University may, by written notice to a contractor, cancel any contract if it is found by the University that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the contractor, or the agent or representative of the contractor, to any officer or employee of Indiana University with a view toward securing favorable treatment with respect to the awarding or amending, or making any determinations with respect to performing of such contract. In the event that a contract is canceled by the University pursuant to this provision, the University shall be entitled then, in addition to other rights and avenues, to recover or withhold the amount of the gratuities.

6.9 In the event the supplier shall fail to maintain or keep in force any of the terms and conditions of an agreement arising from this solicitation process, the University may notify the contractor in writing of such failure and demand that the same be remedied and within (10) days. Should the supplier fail to remedy the same within said period, the University shall then have the right to terminate this agreement.

6.10 Proposals responding to this Request shall not be tied to any potential or future arrangements.

If campus-based bank services are established, the following insurance clause would apply:

Insurance: The selected contractor providing services on university campuses shall provide the following levels of insurance coverage and agree to add *The Trustees of Indiana University*, its officers, agents and employees as an additional insured under the commercial general and automobile liability policies only. This includes but is not limited to property damage, bodily injury, and personal injury to third parties, and damage to premises of the University.

1. Worker's Compensation : Statutory coverage

Employer's Liability: \$500,000 each accident

\$500,000 policy limit

\$500,000 each employee

2. General Liability: \$1,000,000 CSL (combined single limit) OR

\$1,000,000 each occurrence of bodily injury AND

\$1,000,000 each occurrence of property damage

3. Automobile Liability

including owned and non-owned

\$1,000,000 combined single limit, or

\$1,000,000 each person bodily injury, and

\$1,000,000 each occurrence, and

\$1,000,000 each occurrence property damage

4. Fire and legal liability in an amount equal to the value of the premises under your care, custody, or control.

**** Note: Item #4 applies only if the supplier or its officers, agents, and employees have, or maintain a physical presence on University property.**

Not less than 30 days prior to the execution of this agreement, and annually thereafter during the life of this agreement or any extension thereof, _____ shall provide to the Indiana University Office of Risk Management, 400 E. 7th St., Poplars 705, Bloomington, IN. 47405 a valid certificate of insurance indicating general liability coverage in OCCURRENCE form; automobile liability; worker's compensation and employer's liability; the limits of each such coverage with minimums as listed elsewhere in this subsection; the company(ies) providing coverage, and certificate shall provide for not less than thirty (30) days notice of cancellation. IU reserves the right to accept or reject company(ies) providing coverages as listed in the current edition of the A.M. Best Key Rating Guide. Under no circumstances will the University accept an unrated company.

[Risk Mgt 4-99]

SECTION G 7.0

OBJECTIVES:

7.1 The purpose of this RFP is to provide Indiana University with the most efficient method of depositing and processing daily receipts, change order requests and subsequent transactions and services for the Indianapolis (IUPUI) Campus. This account will be used for depository purposes only and will not be used to clear checks. There will be a debit filter placed on this account which will eliminate the ability for unauthorized debits against the account. Only transfers between Indiana University accounts are authorized. The objectives we hope to obtain from the RFP process are:

7.2 Improve customer service and accuracy of processing as well as efficiency in the following areas:

- **Timeliness and efficient change order process.**
- **Greater accessibility to bank – more time efficient for Couriers.**
- **Efficiency in bank research and a specific contact person who is capable, reliable and knowledgeable of banking systems and responsive to requests, as well as, being available to speak with on a daily basis. Timely follow-up is critical.**

7.3 Provide the university and departments with daily and monthly reporting information in a timely and accurate manner. Real-time (instantaneous) and/or same-day information including available balance, one and two day float data is also required. The goal is for the university to be able to see it's cash position as early as possible each day and during the day as needed.

7.4 Reporting preference is from a WEB based system.

7.5 The university seeks to enhance their ability to efficiently manage operating cash by taking greater advantage of availability schedules and other treasury technologies in a competitive pricing environment. This depository account must allow a daily draw down from IU's concentration bank and only electronic transfers between designated IU accounts will be accepted.

7.6 Reduce and/or contain banking cost to the university.

7.7 An investment vehicle will be attached to the depository account.

7.8 Move toward Internet technologies used for account statements, account analysis, information reporting and funds transfer services which would allow IU a more concise, efficient process using less FTE hours. These technologies should allow IU to maintain necessary internal controls and security of all transactions.

SECTION H 8.0

OVERVIEW:

This account is to be used solely for depository purposes for the university's Indianapolis (IUPUI) Campus and its departments. The Campus is located immediately West of downtown Indianapolis. The majority of the deposits will be from the Office of the Bursar, located in Cavanaugh Hall, 425 N. University Blvd., however provisions should exist for handling pre-approved departmental locations that will be making deposits directly to the Financial Institution selected and may also require vault services. These areas receive both cash and checks. At this time

the Indiana University police department (IUPD) is responsible for courier service to and from the Financial Institution. A map of the campus can be viewed from the university WEB address listed prior by choosing the IUPUI Campus.

SECTION I 9.0

SPECIFIC REQUIREMENTS AND FINANCIAL INSTITUTION BACKGROUND:

All respondents must include the following information:

9.1 Brief Overview and history

9.2 Strategies and strengths

9.3 Capabilities

9.4 Commitment to Electronic Commerce

9.5 Ratings

9.6 Hours of Operation

9.7 Organizational Chart - (With names, phone number, fax #, biographies, experience)

9.8 Primary contact information

9.9 Future commitment

9.10 Competitive Position

9.11 Current availability schedule for presentments. Include weekends and holidays, if applicable. Indicate whether or not the schedule is flexible? For example, can accommodations be made for high volume accounts or pre-encoded checks?

9.12 Completed pricing worksheet (ATTACHMENT A) detailing each service and related cost both per item/unit and annually. In addition, please list all recommended services and associated pricing that are not part of the pricing worksheet. This worksheet shall be used in both the analyses of this RFP and as a basis for pricing of any contract award throughout the three (3) year term of the contract. The aforementioned information is critical in our decision making process.

9.13 A description of any related services not requested in this RFP that the university might find desirable for either initial or future implementation. This

description should also contain a complete listing of any cost associated with these services, as well as, listing the associated pricing on the attached pricing worksheet.

9.14 A listing of your Financial Institution's ATM and branch locations within Indiana.

9.15 A description of the institution's disaster recovery plan that would assure the university that operations would not be interrupted in the event of a disaster at the Financial institution's main processing location and vault location. Indicate where off-site facilities are located and how quickly they can be activated.

9.15 A reference list of names and phone numbers for at least four current high-volume deposit customers of a similar size and focus to that of the university, that may be contacted by the university.

9.17 Institution's financial statements for the previous two (2) years.

9.18 A description and samples of all reports, both electronic and paper, that the university would receive for the services provided by your institution.

9.19 A list of previous six (6) months' earnings credit rate for similar corporate accounts.

9.20 Detailed information regarding the investment vehicles offered by your Financial Institution that can be used in connection with a Demand Depository Account (DDA). Please indicate any restrictions or minimum balances as well as pricing information.

SECTION J 10.0

DESCRIPTION OF ACCOUNT:

This depository account will be used to provide processing services for the IUPUI Campus. This Campus has a mix of small and large academic and administrative departments that receive cash and checks. The departments stamp the back of each check with a bursar-issued official deposit endorsement stamp indicating their unique departmental deposit number and location number. The majority of these deposits are forwarded to the Office of the Bursar in Cavanaugh Hall 147 for a central depository process. The Bursar verifies currency, examines selected checks in batches for departmental stamp (endorsement) and then merges all deposits into one large daily deposit. A priority for Indiana University's depository account is being able to identify by department all returns, adjustments, debits and credits associated with the deposit. In order to aid with this process the university uses a multi-depository scenario for its deposit tickets which identifies the depositor, whether it be the Bursar or other departments depositing directly to the Financial Institution, by a location number. The location number on the endorsement stamp is

used to insure that all documentation whether it be returned checks, adjustments, advice, debit/credit memos, international/foreign exchange, etc. be returned to the appropriate contact individual and address associated with that location.

SECTION K 11.0

OPERATIONAL REQUIREMENTS:

11.1 BANK LOCATION:

The location of the depository account should be in Indianapolis, Indiana and within close proximity to the IUPUI Campus, Office of the Bursar (Unless the response of the Financial Institution provides a courier service to pick up and deliver monies multiple times daily as needed, to each of the campus locations needing depository and change services). Each respondent is requested to include a proximity study showing the nearest depositing facility your Financial Institution provides, as well as, other location options in the near area. Please identify the location of your vault facilities.

IU may require on-site visit of respondent/selected Financial Institution's facilities.

11.2.1 DAILY DEPOSITS:

Bursar Office will send one or more secured bank deposit bags with the campus bank deposit enclosed. Two (2) copies of the bank deposit slip will be enclosed detailing currency, coin and checks. The bank shall upon presentment of the deposit, acknowledge receipt of the bank deposit by validating one copy of the bank deposit slip and putting it back in the respective bank deposit bag.

11.2.2

Parking Services will send one or more secured deposit bags with their department's bank deposit enclosed. Volume may increase in relation to special events calendar on campus. This department services the campus and associated hospital parking lots. Two (2) copies of the bank deposit slip will be enclosed detailing currency, coin and checks. The bank shall upon presentment of the deposit, acknowledge receipt of the bank deposit by validating one copy of the bank deposit slip and putting it back in the respective bank deposit bag. It is absolutely essential that the validated/stamped deposit ticket copy of the presented deposit be returned to the university within 24 hours. If your Financial Institution has an alternative suggestion on insuring that the university can receive their deposit tickets in a timely manner, please include your suggestions within your reply.

11.3 DEPOSITORY SERVICE OPTIONS:

Please comment on each of the following questions regarding additional depository service options:

11.3.1 Are night drop, remote and branch service options available?

11.3.1.1 If so, is pricing different for utilizing these different deposit options?

11.3.2 Are any processing applications outsourced to a third party?

11.3.2.1 If so, name the vendor(s) and describe the applicaton(s).

11.3.3 What is the cut-off time to ensure same day ledger credit?

11.3.3.1 Is it the same for night drop, vault and branch services?

11.3.3.2 Is it the same for cash as for checks, drafts, etc.?

11.3.3.3 Are there any options that might affect this cut-off time (e.g., provisional credit, delayed verification)?

11.3.4 Are weekend or holiday deposit services available?

11.3.4.1 Is there an additional fee or discount for utilizing these services?

11.3.5 What types of deposit bags do you allow/require?

11.3.5.1 Do you provide these bags?

11.3.5.2 Do you charge a fee for these bags?

11.3.5.3 Are there any restrictions on deposit bags provided by the customer?

11.3.5.4 Are there any benefits to separating cash and checks in two deposit bags?

11.3.6 Do you require that checks and currency be on separate deposit tickets?

11.3.6.1 Do you limit the number of deposit tickets that can be included in one deposit bag?

11.3.6.2 Are the deposit tickets that you provide available in multiple part forms?

11.3.6.3 How many copies does the bank require?

11.3.6.4 Are those provided for our use or is there a fee?

11.3.6.5 If so, what is the fee?

11.3.6.6 Can the deposit tickets contain an auxiliary MICR field for our location information?

11.3.6.7 What are the parameters (number of characters) that can be used for this field?

11.3.6.8 Would you accept deposit tickets from a third-party printer? List any limitations.

11.3.7 Do you require that cash be deposited in standard straps only?

11.3.7.1 Is there a penalty for depositing non-standard straps?

11.3.8 Do you accept loose and/or rolled coin for deposit at vault, branch and night drop locations?

11.3.8.1 Is there a fee for depositing loose or rolled coin?

11.3.8.2 Do you count coin received from deposits at your vault? If not, who does count your coin? Please describe your process?

11.3.9 What type of check reader/sorter do you use?

11.3.10 What are the requirements for depositing checks (e.g. pack size, audit tapes)?

11.3.10.1 Do you accept pre-encoded checks?

11.3.10.2 Provide a copy of the bank's instructions for pre-encoded checks.

11.3.10.3 Is there a discount for pre-encoded checks?

11.3.10.4 Do you require that the checks be endorsed in conformance with Reg CC in order to qualify for a discount?

11.3.10.5 Describe your encoding quality monitoring process.

11.3.11 How do you determine and calculate availability of deposited items?

11.3.11.1 Do you give immediate availability for on-us items?

11.3.11.2 Do you calculate availability by item or formula?

11.3.11.3 Do you use a standard schedule?

11.3.11.4 Do you use an accelerated schedule?

11.3.11.5 How often is it updated?

11.3.11.6 Can you provide intra-day or next day recap of our deposit availability?

11.3.11.7 How would our availability be calculated?

11.3.11.8 Is this negotiable?

11.4 DEPOSIT VERIFICATION:

11.4.1 How many bank employees are present when deposit bags are opened?

11.4.1.1 What specific security measures are employees?

11.4.2 How will you return the validated deposit receipts to us?

11.4.2.1 Within what time frame?

11.4.3 If provisional credit is given, does verification take place within 24 hours?

11.4.3.1 If not, when does verification take place?

11.4.3.2 Does the bank identify and adjust all discrepancies?

11.4.3.3 If no, at what dollar amount do you write-off discrepancies?

11.4.3.4 Do you expect Indiana University to be financially responsible for discrepancies?

11.4.3.5 Do you adjust the deposit amount or process an adjusting debit or credit?

11.4.3.6 What is the standard procedure for reporting deposit adjustments?

11.4.3.7 What additional options are available (e.g., copies to multiple locations, electronic means)?

11.4.4 What is the bank's policy on receipt of tampered bags?

11.4.5 When counterfeit bills are discovered, what is your notification and adjustment process?

11.5 BAGGED COIN:All bagged coin will have a tag attached indicating the department, coin denomination and the total amount in the bag.

11.5.1 Bursar will send a separate bagged coin deposit twice weekly or as necessary, normally three (3) bags with each deposit. Volume may increase in relation to

academic calendar on campus, but not on a predictable schedule. Two (2) copies of the deposit slip will be enclosed in one of the daily deposit burgundy-colored bank deposit bags (as noted above). The bank shall validate one of the deposit slips and return within 2-3 business days in a burgundy-colored deposit bag.

11.5.2 Parking Services will send a separate bagged coin deposit twice weekly or as necessary (on Tuesday and Thursday of each week), normally 4-6 bags with each deposit. Volume may increase in relation to special events on campus on a random schedule. Two (2) copies of the deposit slip will be enclosed in one of the daily deposit bags. The bank shall validate one of the deposit slips and return to the university within 24 hours.

11.6 DEPOSIT ADJUSTMENTS / ENCODING ERRORS:

Because daily deposits are made up of several smaller departmental deposits from all over the IUPUI Campus, each adjustment must provide specific information for reconciliation. Each check-related adjustment should be prepared within 2-3 business days of deposit and include date of deposit and check deposit amount, a copy of the individual (Bursar-supplied) check tape which accompanied the items and a description of the problem, along with a copy (front and back) of the check in question. For checks that were listed but not enclosed, a copy of the original tape as well as copies of the checks immediately preceding and following the item in question should be provided. The missing check should be identified (marked) at one side of the tape without highlighter or without marking through any amounts. All adjustment advices must be legible. Each currency or coin related adjustment should include bank account number, adjustment date, Debit or Credit to a specific bank account number, deposit amount, a description of the problem and a front/back copy of the Bursar-supplied bag tag, coin wrap or currency strap when possible. Please note that the accuracy recording deposits and timeliness of notifying the university of encoding errors and adjustments is absolutely crucial.

11.6.1 The adjustments must be legible and will be provided daily to the following address:

IUPUI Office of the Bursar

Cavanaugh Hall 147

425 University Blvd

Indianapolis, IN 46202

Attn: Banking Services

11.6.2 What documentation is provided with deposit correction adjustments?

11.6.3 What delivery methods are available?

11.6.4 Within what time frame can you provide requested copies or documentation?

11.6.5 What delivery options are available?

11.7 RETURN ITEM PROCESSING:

Indiana university requires all returned items be run through the processing system twice before being returned to the university. How many times can returned items be automatically redeposited at your Financial Institution?

11.7.1 Is this service optional by location?

11.7.2 Do you offer this service as an electronic option? If so, please detail the requirements.

11.7.3 Can copies of all redeposited returned items be provided to the depositing location, as well as, a central office?

11.7.3.1 If so, within what time frame?

11.7.4 Please provide your Financial Institution's standard return item and reclear processing instructions. List any non standard options that are available.

11.7.5 The processing requirements for Indiana University are the same as those listed for deposit advice notices and encoding errors listed herein. Can you fulfill these requirements?

11.7.6 Can you provide a detailed return item transmission to depository customers?

11.7.7 If not, when will the service be available?

11.7.8 Does the transmission include both returns and reclears?

11.7.9 Is there a separate record for each returned item?

11.7.10 Can these records identify the depositing location (by specified location scenario) and the type of item being returned (e.g., personal check, traveler's check, money order)?

11.7.10.1 Indicate which of the following details the bank can report:

11.7.10.2 Full name on check

11.7.10.3 Check number

11.7.10.4 Check date

11.7.10.5 Check amount

11.7.10.6 Reason code

11.7.10.7 Check account and ABA number

11.7.10.8 Complete address

11.7.10.9 Phone numbers

11.7.10.10 Drivers license number and state

11.7.10.11 Original deposit date

11.7.11 Is it the policy of your Financial Institution to refuse return items not sent through the system in a timely manner?

11.7.12 Do you assign float to return items?

11.7.13 Do you have the ability to interface with third-party providers of negative databases?

11.8 DUPLICATE ADVICE NOTICES:

The university reconciles its operating accounts centrally though the operational procedures and contacts are Campus specific. Therefore, due to the complexity of the university's administration and accounting set-up, duplicate advice notices are required. They should be sent to the university's Bank Reconciliation area within Financial Management Services (FMS) at the address listed below.

Indiana University

**FMS Bank Reconciliation
400 East Seventh Street
Poplars Building # 225
Bloomington, IN 47405-3085
Fax: 812-856-4483**

- 1. The university would prefer an electronic method of accessing such information. What information reporting solution does your Financial Institution provide to the university?**
- 2. What details are available via this system?**

11.9 VAULT / CHANGE ORDER SERVICE:

The purpose of this account is to provide change to IUPUI Bursar Office on the same day as is requested. The detailed description below will indicate the university's preference for their vault services. If your Financial Institution has specific requirements that differ from those in which IU requests, please list those requirements or any combination of your requirements and our request in your reply.

Each request will:

3. Be telephoned in to the Bank by 11:00 a.m. Assuming Bank location proximity and ease of accessibility, the change order request will be presented to the Bank after Noon and before 1 p.m. on the same day.

11.9.2 Include the funds paying for the change order along with their denomination detail.

11.9.3 Detail the currency and coin required in exchange (the same denominations phoned in, see Section 11.9.1).

11.9.4 An Indiana University Police Department courier will deliver individual change orders to the Bank. These will be processed upon presentation and disbursed to the courier, accompanied by bank acknowledgement of transaction. All returned check items presented in this manner would be charged to the University Account as and addressed as described in Section K 11.7.

11.10 VAULT SERVICE OPTIONS:

4. Does the bank have an automated vault service?
5. Describe the deposit and change order procedures, cut-off times and other features of this system.
6. How much advance notice is required for coin and currency orders?
7. Are your requirements the same for lobby pickup as they are for Armored or courier pickup?
8. Are both types of service available?
9. Is the advance notice requirement the same for both processes?
10. Are there minimum purchase requirements (e.g., standard straps of currency and full boxes of coin)?
11. Is a discount offered for purchasing standard amounts?
12. What settlement options are available for change orders (e.g., cash, check, debit to account, wire)?

13. Describe security at the cash vault center. What fraud prevention procedures are in place?

11.11 INTERNATIONAL / FOREIGN EXCHANGE:

Items presented directly to us will be sent to the bank for collection. A direct bank contact should be provided for handling these items and correspondence.

11.11.1 Low cost comprehensive fees for items that are deposited undetected in our daily deposits will be charged back monthly to the University Operating account. Copies of the front and back of the individual items will accompany these adjustments and will be mailed to the address indicated in Section K 11.6.

11.12 COURIER SERVICE:

The Indiana University Police Department, Indianapolis Campus will act as courier for daily banking activity. The Indianapolis bank deposit, change order and other activity will be presented daily after noon (12:00 p.m.) and before 1 p.m. Presentment will be made at a secured location with easily accessible parking and pedestrian entrance. Presentment will be to a pre-defined contact person(s). Proof of deposit will as prescribed by routine procedures (Section K 11.2 and Section K 11.5). The IUPD in Indianapolis will provide (via the Office of the Treasurer) a list of names authorized to pick-up and deliver university monies to the Financial Institution.

- 14. What courier services are provided by the bank, if any, for pick-up and delivery of check deposits?**
- 15. If not provided by the bank, what third-party couriers/overnight mail services are available and/or recommended?**
- 16. What is the cut-off time for same day credit?**

11.13 RESEARCH REQUESTS / BANK LIAISON:

The Bank shall identify a contact person for this relationship, who would be able to correct bank errors and provide research (advice and check copies) materials in a timely fashion.

11.14 CAMPUS OPERATIONAL CONTACTS:

The IUPUI Campus contact personnel (as of this document date) for each service described herein is listed in this table below:

Service	Primary	Secondary	
Daily Deposit	Mary Joe Ballard 274-2769	Pam King 274-2769	Ingrid Toschlog 274-5944
Bagged Coin Deposit	Mary Joe Ballard 274-2769	Pam King 274-2769	Ingrid Toschlog 274-5944
Deposit Adjustments	xxxx xxxx	Mary Joe Ballard 274-2769	Ingrid Toschlog 274-5944
Returned Check Items	xxxx xxxx	Tania Hammerle 274-5022	Ingrid Toschlog 274-5944
Change Order Service	Mary Joe Ballard 274-2769	Polly Willhite 274-2769	Ingrid Toschlog 274-5944
Bursar Revolving Fund	xxxx xxxx	Joyce Yorger 274-5953	Ingrid Toschlog 274-5944
International Exchange	Tania Hammerle 274-5022	xxxx xxxx	Mary Joe Ballard 274-2769
Electronic Stop Payments	Joyce Yorger 274-5953	xxxx xxxx	Ingrid Toschlog 274-5944
Courier Service	Mary Joe Ballard 274-2769	Ingrid Toschlog 274-5944	

SECTION L 12.0

REPORTING INFORMATION:

12.1 MONTHLY BANK ACCOUNT STATEMENTS:

Receipt of these are requested both electronically and via hard copy. The university wishes to gain efficiencies from developing an electronic daily reconciliation process in the future for all of its bank accounts. Reconciliation of the university's bank accounts is the responsibility of the Financial Management Services (FMS) organization within IU. Their address for hard copy documents to be received is listed below:

Indiana University

**FMS Bank Reconciliation
400 East Seventh Street
Poplars Building # 225
Bloomington, IN 47405-3085**

12.2 MONTHLY ACCOUNT ANALYSIS STATEMENTS:

Analysis Statements are the responsibility of the Office of the Treasurer and should be sent to:

**Indiana University Office of the Treasurer
400 East Seventh Street,
Poplars Bldg. Rm 207
Bloomington, IN 47405-3085
Attn: Donna S. Broadstreet
PH: 812-856-5838
Fax: 812-855-3863**

- 17. Does the bank accept compensation in fees, balances or a combination of the two?**
- 18. If fees are accepted, is there a surcharge or a different price schedule for fee compensation? Describe.**
- 19. What fee payment options does the bank offer, e.g., direct debit, ACH?**
- 20. Describe the method used to calculate the earnings credit rate (ECR)?**
- 21. Is the reserve requirement deducted from the available balance before the ECR is calculated?**
- 22. If not, explain.**
- 23. Is there a fee or other assessment for FDIC Insurance?**
- 24. If so, how does the bank calculate the charge?**
- 25. Can the customer decide how the balances in its accounts will be grouped for purposes of compensation, e.g., assessed individually, by division, or at the relationship level?**
- 26. When calculating average balances, are positive and negative balances netted?**
- 27. How does the bank charge for overdrafts?**

28. Does the bank charge for use of uncollected funds?
29. If so, how is the charge calculated?
30. What billing period options do you offer?
31. How and when will the company be billed for deficiencies?
32. How long can excess balances be carried forward to apply to charges in future billing periods?
33. How soon after the close of the billing period is the account analysis available to the customer?
34. How are adjustments reflected on the account analysis?
35. Is the bank's account analysis available electronically via the ASC X12 822?
36. If yes, what version do you support and by what methods can the analysis be transmitted?
37. Is this available via the Internet as well?

12.3 DEPOSIT REPORTING:

38. What type of deposit reporting services do you provide for consolidated account customers?
39. Are these services optional?
40. What if any, are the special requirements of the customer in order for the Financial Institution to provide location reporting on a consolidated account?
41. What type of output media is available for deposit reporting, (e.g. mailed paper report, magnetic tape, cartridge, CD-ROM, electronic transmission, Internet based system)?
42. Is a summary report totaling deposits for the period by location available at period end?
43. Does this vary with type of output?
44. Indicate the Financial Institution's capability to provide the specified detailed information for each transaction listed:

Transaction Type	Account Number	Location Number	Transaction Date	Transaction Amount	BAI Transaction Code
Deposits					
Return Items					
Deposit Correction - Teller					

Deposit Correction – Vault					
Deposit Correction – Proof					
Coin and Currency Orders					
Misc. Debits and Credits					

45. Is the detail indicated above available for all types of output?
46. If not, what variations are applicable?
47. Does deposit reporting indicate location name as well as depositing location number?
48. Does this vary with type of output?
49. Does your deposit reporting service report electronic transactions (e.g., ACH, Wire deposits), as well as paper documents?
50. If you offer deposit processing in multiple states, will the format and level of deposit detail be the same for all locations and/or accounts?

12.4 DEPOSIT RECONCILIATION PAPER REPORT:

12.4.1 Does the Financial Institution offer a Deposit Reconciliation paper report service for consolidated deposit accounts?

2. Is deposit activity for all depositing locations reported individually or are they summarized?
3. What, if any, activity is reported as miscellaneous transactions?
4. What is the bank's standard cut-off for statements and/or paper reports?
5. Can the customer specify a cut-off date for statements and/or paper reports?
6. If so, the university prefers a monthly cycle of the first through the 30-31 st. Is that acceptable?
7. How soon after the cut-off date will the following be sent?
 1. Bank Statements
 2. Deposit Tickets

3. Reconciliation Information

- 8. Does the bank correct deposit location numbers if there is a serial number misread?**
- 9. If not, how are they reported?**

12.5 ELECTRONIC DEPOSIT REPORTING:

- 10. Can you provide electronic reporting of deposit detail activity?**
 - 11. On what frequency is the information available, e.g., daily weekly monthly?**
 - 12. Can the information be accessed by multiple users from multiple locations?**
 - 13. If so, can the bank restrict users to accessing only portions of the information?**
 - 14. Do users have the flexibility to access only portions of the information?**
 - 15. Is the transmission a BAI formatted file?**
 - 16. If not, what type of format can you provide?**
 - 17. Can your file be downloaded in BAI format to some of the popular software packages (e.g., Driscoll, DISC) available on the market?**
 - 18. Provide specification for your file format.**
 - 19. Can you provide a list of customers that use the package that our company uses?**
 - 20. For daily reporting, what time each day is the data available. Is that central time zone?**
 - 21. Is this information available via the Internet?**
 - 22. Are transmission file(s) created and available for access by mainframe and/or personal computer?**
 - 23. What baud rates are available for downloading bank information?**
 - 24. Describe the technical support available to aid in electronic data transmissions.**

12.6 ACCOUNT REPORTING:

- 25. Will the detailed account reporting system provide beginning and ending ledger (book) balances, collected balances, available balances and float assignment?**
 - 26. What current-day reporting is available through the reporting system?**
 - 27. Is this available via the Internet as well?**
 - 28. What cross product reporting is available (e.g., ACH, Wire)?**
 - 29. Do Zero Balance Account (ZBA) reports include float?**
 - 30. What time each day is the data available? What time zone is that?**

31. How many business days is data stored on the reporting system and available for customer access?
32. What technical specifications will be required for our system?
33. Is specific software required to communicate with the bank's system?
34. Describe Financial Institution's security procedures for its information reporting system, both for access and information protection.

SECTION M 13.0

ELECTRONIC CHECK PRESENTMENT:

2. Describe the bank's current and planned participation in electronic Check Presentment (ECP) or other electronic check initiatives?
3. Are you currently sending and/or receiving electronic check files to/from other financial institutions?
4. If no, what is your planned implementation schedule?

Can you currently receive electronic check files directly from the customer's POS system?

5. If yes, by what time must the physical checks be delivered to the bank's operations center?
6. If no, what is your planned implementation schedule?
7. What benefits will Indiana University receive from your participation in ECP?

SECTION N 14.0

IMAGE PROCESSING:

Describe your Financial Institution's current or planned image processing capabilities.

8. Do they include on-line customer access to return and adjustment images?
9. If not currently available, when do you plan to implement image services?
10. Are you currently using image for internal bank purposes?
11. If not, what are your plans?
12. What are the hardware and software requirements for the customer?

SECTION O 15.0

IMPLEMENTATION:

13. Provide a copy of all agreements that will be required to initiate Depository Services.
14. Provide a detailed description of implementation process, including testing, and a sample implementation schedule.
15. What is the average lead-time required for implementation, including but not limited to the following services?
16. What are the critical factors, which may impact that lead-time?
17. Deposit ticket orders/endorsement stamps
18. Account opening
19. Information reporting/detail transmission
20. Deposit reconciliation
21. Other (Please list all other essential items)
22. Describe materials available and/or any on-site training provided by the bank in the areas listed below:
23. Information reporting/detail transmission systems
24. Technical support
25. Does the bank assign an implementation team?
26. Who would be assigned to the IU implementation?

SECTION P 16.0

CUSTOMER SERVICE AND QUALITY:

27. Who will be the service representative assigned to Indiana University?
28. What will be the responsibilities of customer service personnel, including the chain of command for problem resolution?
29. Who will be the sales representative for the IU account?
30. Who will be the relationship manager for the IU account?
31. Is local customer service support available? Is there a toll-free number if the representative is not local?
32. What are the hours of operation of the customer service unit? (please specify time zone)
33. How are inquiries requiring research and adjustments handled by the Financial Institution?
34. Are there established turn-around times for research and adjustment items?

If yes, please specify.

35. What is the bank's record on meeting established response times?
36. Does the bank provide technical customer support for computer hardware, software and communications problems?

QUALITY:

16.11 Does the bank have a formal quality improvement program for this service?

If yes, describe.

- 37. Does your bank monitor other performance measures?**
- 38. If so, what other key performance measures do you track?**
- 39. What is the reporting frequency and period covered for each measure?**
- 40. What are your last three performance levels for each measure?**
- 41. Additional requirements include performance review and expected quality levels for processing and error rates as well as penalty for non-compliance.**
- 42. Do you measure any of the Bank Administration Institute (BAI) Critical Quality Indicators listed below?**
- 43. For each BAI Critical Quality Indicator that you measure, indicate the measurement reported for the most recent Annual BAI Survey.**
- 44. Also indicate your tracking frequency (e.g., weekly, monthly, annually), period covered and rates attained for your last 2 measurements.**

Critical Quality Indicator	Indicator Reported for the Last BAI Survey	Tracking Frequency	Period Covered	Last Two Measurements
File Processing Error Rate # of files Processed Incorrectly x 1,000 Total # of files processed				
Item Processing Error Rate # of files Processed Incorrectly x 1,000 Total # of files processed				
Failed/Late Processing				

<p>Error Rate</p> <p># of Files Not Processed or Processed Late x 1,000</p> <p>Total # of Items Processed</p>				
<p>Failed/Late Item Processing Error Rate</p> <p># of Files Not Processed or Processed Late x 10,000</p> <p>Total # of Items Processed</p>				
<p>Check Encoding Error Rate</p> <p># of (Bank Encoded) Items with Encoding Errors x 100,000</p> <p>Total # of Items Encoded by Bank</p>				
<p>Check Reject Rate</p> <p># of Rejects x 1,000</p> <p>total # of Items Processed</p>				
<p>Coin & Currency Provided Error Rate</p> <p># of Coin and Currency Order Errors x 1,000</p> <p>total # of Coin and</p>				

currency Orders Filled				
Commercial Deposit Error Rate # of Commercial Deposit Processing Errors x 1,000 Total # of Commercial Deposits Processed				