



**AMENDMENT TWO REQUEST FOR PROPOSAL (RFP) 8259-07**

March 8, 2024

**DEPOSITORY SERVICES**

**Contract Period: July 1, 2024 through June 30, 2027**

**Two Optional One-Year Renewals**

RFP Amendment Two addresses Questions submitted by potential contractors, along with the Response provided by the University. See page two (2) of this amendment. All else remains unchanged. Proposals remain due at the time and date shown

The contractor must acknowledge receipt of, and compliance with, this amendment by signing and returning the amendment as part of the contractor's proposal.

**Date and Time Returnable: 3:00 p.m. on Thursday, March 14, 2024**

Michael Wills E-mail: [mikewills@missouristate.edu](mailto:mikewills@missouristate.edu) Telephone: 417.836.6583

By signing below and submitting a response to this RFP, Contractor agrees to furnish items and/or services pursuant to all requirements and specifications contained in this RFP, upon either the receipt of an authorized purchase order from Missouri State University, or receipt of a countersigned copy of the RFP.

Either occurrence shall be agreed by the parties as forming a binding contract pursuant to the terms of the RFP set forth herein. Contractor agrees that, subject to the terms of this RFP, any exceptions to the RFP, or other changes could disqualify the Contractor from consideration in University's final award.

Contractor Company Name		Date	
Mailing Address		Telephone	
City	State	Zip Code	Facsimile
Contact Person(s)		E-Mail(s)	
Printed Name	Authorized Signature	Title	
<b>For University Use Only:</b>		<b>Contract Number:</b>	
Accepted by the Missouri State University as Follows: In its entirety.			
Printed Name and Title	Authorized Signature	Date	
Michael Wills, Director of Procurement Services			

- **On Attachment II there is an item asking for the ability to accept and process ACH Direct Send files. Could you please clarify if that is referring to an SFTP (Secure File Transfer Protocol) file transmission or some other method?**

ACH transactions are uploaded via a secure file transfer protocol.

- **Electronic debits for tax payments are mentioned. Are these incoming ACH debits from the IRS/State of Mo to your account or originated ACH tax payments by your team/system?**

Tax payments originated by our team.

- **How many ACH files are originated out of OLB?**

Outgoing ACH files originate daily through OLB (online banking). Some days there could be multiple files, University, Foundation, and Payroll.

- **How many accounts do you originate ACH Direct Send files out of?**

Three.

- **In reference to Armored Courier, How are you using the local branch for depository services? How often do you make deposits? What is your typical deposit amount and volume? Do you also pick up change orders when making deposits?**

Loomis picks up our deposits daily for branch drop off.

Pickup is from one location for up two different bank accounts, pickups are daily. The amount varies, and could be as much as \$70,000 in cash and coin, and could include as many as 120+ checks during our busy times.

Yes, when there are change orders they are given to Loomis and brought to us the next day when they bring in our deposit.

- **Since the balances in each of your accounts are swept to your overnight Repo Sweep accounts, we are unable to see the average balances for those months. Can you please provide the average balances swept to the overnight accounts for each of those months?**

The average balance between March, 2023 and February, 2024 is \$83.3 million.

- **Are 100% of balances swept invested at this rate or is there a reserve requirement that does not receive interest? If so, how much/what percentage is the reserve fund?**

All balances are swept.

- **In terms of balances in the accounts, can you provide a monthly average balance per account over a 12-month period, perhaps based on bank statements or balance summaries?**

Separate attachment reflecting balances in larger accounts is included. All other accounts have minimal balances.

- **The University requires collateralization of funds and we see a reference to an Auto Repo and an Auto Investment account. Is the Intra Fi insured Cash Sweep program that offers full FDIC collateralization on deposits an acceptable option for the University?**

The University would need to understand how the above average balance of \$83.3 million would be collateralized with the Fi insured cash sweep program and monthly documentation of collateralization to the University before a determination could be made.

- **Can you provide the number of online transfers between accounts that are being processed monthly?**

Average of 30 monthly.

- **Balance Reporting – Current/Previous day: How do you currently receive daily balance reporting?**

Current Information is either available on-line or specific reports are e-mailed to certain staff.

- **Please provide the average change order (petty cash) for cash and coins per day or week. How often does the University require a change order of \$50,000 or more?**

Normally change orders in excess of \$50,000 are only required at the end of each semester, related to book buy-backs, and up to three times per year. Smaller change orders occur regularly and range from \$100 to \$15,000.

- **Of the checks brought to the bank to cash, how many would be outside of petty cash?**

There is a potential for any checks issued out as payment would be taken to a bank branch to be cashed. The number of checks issued varies each day.

Checks are issued each business day. Approximately 10 - 20 checks taken to a branch to cash each month.

- **Please describe the level of integration required with your cashiering system – what use cases and technology are required?**

Checks are scanned to the bank for deposit each day.

- **What is your relationship with Cashnet? How do you currently use Cashnet- for Receivables or Payables?**

Cashnet is used for receivables to receive online ACH payments. CASHNet facilitates posting to student and ledger accounts for cash, check and ACH payments.

- **What is the integration with Banner and Cashnet? Please provide details on file/payment types and format requirements.**

Banner and CASHNet have two types of integration: LIVE(ONLIVE) and Batch. CASHNet processes all kinds of payments online and posts that payment into Banner AR on a LIVE(Online) method. The payment type includes credit card, wire transfer (From Pay Tuition or Flywire for international students.), and ACH.

CASHNet also process payments from storefronts and such payments are being posted to Banner Finance G/L nightly.

- **Integration with the University's online cashiering system is mentioned. What system are you using? If so, what file types? Are these files manually uploaded by your team in to the system or automatically feeding to your system?**

We use Banner, an Ellucian Company product. and CashNet, which has the ability to electronically process ACH files and the ability to upload/download .txt, .csv or .xlsx files. The University is willing to work with bank for additional options.

- **Do you work with a 3<sup>rd</sup> party to collect tuition and process student refunds (i.e., Transact, CashNet, etc.)?**

Transact (formerly Cashnet) collects tuition payments, and refunds are issued in Banner. Credit Card refunds are not part of this RFP. In addition Pay My Tuition is used to collect tuition from international students. These transactions do not go through CashNet.

- **Section 3.4 – Please provide the applicable commodity/service code for the Affidavit**

SE335.

- **On Attachment II there is an item asking to provide direct deposit fail reports. Could you clarify if this is a Return or NOC report on items previously sent or a report that an ACH file upload failed?**

We receive daily reports that tell us the recent payments that have been returned due to NSF, No Acct/Cannot locate, et cetera. We need this information as quickly as possible to daily charge back on accounts.

We also get daily reports that tell us if any of our Direct Deposits failed due to inaccurate account information or coding (checking versus savings) so we can correct these errors for future refunds.

We are notified immediately if the daily outgoing ACH file fails.

- **Will the University allow direct debit of the monthly analysis fees instead of invoicing?**

We would allow direct debit for fees if applicable, however currently all fees are waived.

- **Are the additional deposits not reflective of the analysis statements in government or institutional securities for collateralization?**

Yes, deposits are collateralized and swept daily.

- **Attachment Two Depository Services Requirements – Full account reconciliation services from institution, including checks and deposits, on a monthly basis. Can you provide clarification on this? Is this just referring to statements and guidance when needed or something more intensive.**

Full monthly reconciliations are provided.

- **Describe your current reconciliation process for wires, checks and ACH payments. Is this performed using the bank's electronic data files? If so, what frequency and what file formats are required?**

Yes, bank electronic files are used for pulling statements and for bank activity. Reconciliations are performed monthly. File format is text or e-mail, and generally any file format that can be formatted to Excel is acceptable.

- **Ability to create online manual deposits and voids: Can we get clarification on what the online manual deposits are?**

Voids are posted in Banner or Transact depending on the situation. Manual deposits are no longer used – this should have been removed from the requirements.

- **Do you currently use onsite check readers/remote deposit services?**

We scan our checks for ARC processing, and deposit the physical checks that we cannot ARC.

- **What accounting or ERP system is the University using today?**

Ellucian/Banner.

- **What is the existing process in place to absorb bank fees through interest gained with investments?**

Currently bank fees are not absorbed through interest gained. All fees are waived.

- **4.0 Pricing page 14, Proposal Fees, "As previously stated, it is the desire of the University to secure and accept a proposal that provides all services under this RFP with no charges to the University, and that any fees be waived." Please confirm that the University is currently on full fee waiver based on this statement? It appears that the acct ending 0612 displays \$6,861 of analyzed charges on the August 2023 statement?**

We are currently on full fee waiver. Any fees inadvertently charged to accounts are reversed.

- **Does the University invest funds outside of this particular banking contract? For example, in US treasuries, agencies, et cetera?**

The University has a separate contract with Cadence Asset & Trust Management to invest in US Treasuries.

- **What cash investments are utilized, including repo sweeps and money market mutual fund sweeps with tickers/CUSIP?**

Acceptable securities are per Missouri Revised Statute 30.270. However, cash investments are under a separate contract.

- **Can you provide investment statements so we can see cash flow trends?**

The investment account is a separate contract. We would expect the balance in the depository funds which average \$83.3 million to be swept nightly.

- **Related to Section 7.2.2 of the General Terms and Conditions (page 17-18 of RFP) on automobile liability and property damage – Is the University willing to consider automobile liability and property damage coverage at \$1 million, rather than \$2 million?**

No.

- **COI – is the requirement of naming the University as an additional insured party applicable for the bank or is that more of contractors working onsite?**

It is applicable to the bank as well.

- **Attachment II: “State the Interest rate to be paid monthly on all account balances. Describe how the rate will be determined.” Is the requirement from the University that all deposits are collateralized and paid interest?**

Yes, all deposits are required to be collateralized per Missouri Revised Statutes, Chapter 110, Section 110.02. Interest is expected to be paid on all deposits.

- **Will the University allow interest earnings on excess deposits after the earnings credit has been applied utilizing the balances required for the offset and only paying on the excess deposits?**

All fees are currently waived and interest is earned on all balances.

- **Based on the monthly ACH and Check payment transaction volumes provided within the RFP, can we get clarity on the approximate monthly individual volumes or percentages that pertain to Vendor payments, payroll payments and other payment activities?**

All payroll payments are ACH.

All check payments are accounts payable vendors, with an average of 1600 checks issued monthly.

Wire – Outgoing would be the only other type of payment activity. These are vendor payments.

- **For Vendor payments, is it possible to provide JP Morgan with an annual spend file for further analysis and Integrated Payables modeling?**

This RFP is unrelated to Payables processing. We can discuss possibilities related to this item separately in the future.

- **For Vendor payments, do you currently collect and store bank account information yourselves with controlled security access? If so, is this a process you wish to continue doing or are you considering a vendor enrollment portal solution to further promote electronic payables?**

Currently most vendor payments are made by check or through VPA linked to our procurement cards. For the few vendors and all students, the bank account information is maintained within our systems.

- **For Vendor check payments, do you currently print these in-house or use a 3<sup>rd</sup> party? If in-house, how often do you need to include any special enclosures or inserts with payments? How are emergency checks handled?**

Checks are printed in-house on a daily basis. Over the course of a month there are 175 - 200 items which require special enclosures. Emergency checks are flagged as rush payments and are processed in normal daily runs.

- **Provide any details and volumes around consumer payments currently in scope within this RFP and part of your payable process. What payment methods are used primarily for these?**

Payment types include checks and ACH file for the current RFP.

- **How many checks are processed through Positive Pay (average monthly)?**

Average of 1600 monthly, with a range from 1300-2000.

- **Do you currently maintain either an email address or mobile phone number on your consumer payables activities (employee reimbursements, student refunds, athletic stipends, or others)?**

Contact information including e-mail address and phone numbers are maintained within vendor files.

- **How are you processing check payments for student tuition? Do you have a Lockbox? Are you using a scanner to deposit these check items?**

We do not have a Lockbox. Most students pay tuition and bills through CashNet. Any physical checks are scanned and cash deposits are transferred to the bank by Loomis, our armored courier.

- **Do you utilize Payee Positive Pay in addition to Positive Pay?**

Yes.

- **International Wires – Are your international wires exclusively to your China branch campus, or are international wires also sent to other countries?**

We work with vendors in multiple countries and transmit international wires on a regular basis.

- **Please describe how you are using EDI Payment and remittance services?**

We do not currently use EDI payment services.

- **Please provide additional color regarding the wire amount, creating a daylight overdraft, or will there be sufficient/excess balances in the account prior to the wire being initiated?**

There will be sufficient/excess balances in the account prior to wires being initiated.

- **Are the International wire transfers sent in USD or foreign currency?**

International wire transfers are normally sent in USD.

- **Please describe the level of integration required with payroll? We assume that the University will transmit a NACHA file to the bank for ACH direct deposit, and that payroll checks will be drawn on your payroll account, printed in-house and mailed to the employee. Are these assumptions correct? Or are there additional business requirements?**

A NACHA file is transmitted to the bank for ACH direct deposit. All payments are processed disbursed via ACH through the payroll account. We do not write payroll checks.

- **Integration with the University Payroll is mentioned. What system are you using? What kind of files does the system send to the bank today?**

ACH files are currently submitted through a secure portal.

- **Can you describe your payroll process? Do you use a 3<sup>rd</sup> party provider? If so, are direct deposits paid from the third party's account or the University's account? Do you currently print payroll checks in-house or use a third party? If printed in-house, are they mailed to the employee's home address via USPS, or distributed internally?**

Payroll is currently handled in-house. Direct Deposit is required. ACH files are uploaded.

- **Attachment Two – Free Cash Checking request, how many checks do you typically cash in a month? Are they all payroll checks under your existing bank relationship?**

Checks cashed are for student refunds or employee reimbursements. Approximately 10-20 checks a month are cashed in a branch. We do not issue payroll checks in that all payroll is paid via direct deposit.

- **Page 14.1.1 – Please provide the current rate on your overnight sweep and/or a definition of the rate index used.**

Variable Fed Funds target rate less 20 basis points.

- **Daily Notification of all bank activity: What are you receiving today and in what format?**

E-mails containing errors, exceptions, file status for uploads, transfers, wires, payment approver notices, and daily ACH files.

- **In Online Banking, do you receive previous and current day reporting all on accounts?**

Yes.

- **An Online Wire Summary is being charged on the analysis statement, what does this report provide? And in what format?**

Report provides detail of wires including date, time, source and amounts in an e-mail format.

- **What is your process for reconciling electronic receivables such as incoming grant collections?**

Currently a manual process for keeping track of expected receivables and researching those received which are not readily discernable.

- **One ZBA (Master account), One ZBA, any reason why other subaccounts are not included? Please provide a schematic of your account structure?**

ZBA is set up on our Federal Funds Direct Loans account. Funds are drawn from the Department of Education weekly on a reimbursement basis, so no obligation to keep separate. ZBA set up as a convenience. There are a few other subaccounts which could be set up as ZBA, but we have been manually transferring funds.

- **Account Analysis Composite Statement (e.g. Page 3, August 2023), please confirm “OLB” stands for “online banking.”**

Yes, this is On-Line Banking.

- **Account Analysis Composite Statement-August 2023, Page 3 shows a line item “OLB SEC BRWSR.” What service is this?**

As opposed to accessing online banking via a website, we have a secure browser application with Cadence.

- **Invoicing, 1.1 “Payment will be made in arrears.” Does the University currently have monthly or QTRLY billing for invoicing of the analysis statement charges?**

Analysis statements are received monthly, however currently all fees are waived, so there are no payments.

- **Please confirm if the University is currently on invoicing pricing with the monthly analysis statements specifically for the account ending in 0612?**

Currently all fees are waived, there are no payments.

- **For the RFP references, could you give us a contact name of the person that would be reaching out so we can share that information with our references?**

Names will be provided in advance prior to reference calls being made.

- **Please describe the most important objectives for the University to achieve through this RFP process? For example, total monetary benefit of maximizing interest earned while minimizing fees, achieve finance staff efficiencies through streamlined services and processes, platform capabilities, etc.?**

Maximize interest earnings and minimizing fees.

Efficient processes and access to handle all banking online.

Sufficient local bank support.

- **When does the University need access to the Sandbox environment? Who would use it and how will you utilize the resource? On-site training or demo of services?**

The intent would be to primarily utilize th sandbox before the award.

- **Scope of Work, 1.2.4 Sandbox – Are there specific products or services you would like the ability to test? Or does this refer to all products and services?**

We would be interested in reviewing all products and services, however the bank will not be disqualified for not supplying a sandbox.

- **Will the University consider an additional proposal for Procurement Card Services and/or Account Payable Solutions as part of this bid? If so, what are your card volumes and average card transaction volumes?**

The Procurement Card Services are currently under a separate contract which we are not accepting proposals for at this time. Likewise we are not currently accepting proposals related to Accounts Payable solutions. These could be future proposals.

- **The RFP mentions that the contents do not necessarily represent all services required. Can you outline any services needed or used that wouldn't be included in the RFP analysis statements provided or that the University is interested in implementing?**

The University is open to exploring other services including payroll, accounts payable and accounts receivable processing, which are all currently handled completely in-house. The University currently has a separate contract related to Procurement, VPA, and SET Cards which are not being reviewed currently.

- **Do you have an annual or bi-annual account review with your bank?**

We have annual reviews.

- **FHLB LOC is an approved security under the State's revised statute in 2018. Is the University willing to use the LOC now? Can you please provide your listing of acceptable collateral securities if it differs from the State's guidelines?**

We do not accept a letter of credit.

- **In the sentence, "Ability to automatically block all transactions per University criteria," please define and list the criteria.**

We currently block all debit transactions unless specifically excluded.

- **CD Rom – are physical CDs required or providing online image access for an extended period of time acceptable?**

Other options would be acceptable, however we need access to check images, front and back to meet retention requirements.

- **CD ROMs for check images – Are you moving to an Image repository in the future?**

We are looking into this option to replace CD ROM storage of statements and check images.

- **Besides CD Rom's can you describe your process for reconciling cash/check receivables? And how do you trace back these items to the correct collection location?**

The ERP system provides sufficient information for us to know when a check has been written, however related to Financial Aid retention requirements, we need to be able to provide proof a check was cashed for a minimum of a five-year period. This information is not typically retained within banking systems for this length of time, so we need a solution to enable us to comply with these requirements. We are open to other solutions.

- **“CD ROM monthly statements for required accounts, include check images, front and back, which have cleared for each month.” Will it be a disqualifier if CD ROM is not an option?**

If another option to retain statements and check images is provided, not being able to provide via CD ROM would not be a disqualifier.

- **What is your preference to review the Monthly Treasury Fee? Would you prefer one excel sheet with fee and average volume of the elements you shared from the bank statements?**

Either an Excel printout or report such as was provided is acceptable.

- **What ERP Software or Treasury Workstation do you currently use? (Lawson, Kyriba, Oracle)?**

ERP is Ellucian Banner which includes modules for Human Resources, Finance, Student, Financial Aid, Accounts Receivable and others. We do not have a Treasury Management Workstation.

- **Pricing for Treasury Services review: One summary excel/proforma with monthly average volumes for all accounts?**

Currently all fees are waived.

- **Please describe any current IT or ERP initiatives or payables automation goals that a new potential banking partner should know of to assist in this effort's success?**

There are not current initiatives related to payables automation. This could be something we would explore given viable & cost effective options.

- **Will the University accept the option for access to statements via a cloud-based or online solution that is accessible at any time?**

Yes, cloud-based or online solutions are acceptable. We will still need those for an extended period of time as referred to within the section regarding CD ROM backup.

- **Attachment Two Depository Services Requirements – Integration with the University cashiering system – Is there a specific integration capability you are referring to, or just the general account acceptance of debits/credits?**

Daily EFT payments and ARC payments are currently sent directly to the bank from Transact, so we would need to be able to continue doing that with the awarded bank.

- **To what extent are you using or want to use API interfaces to Banner and/or other University financial systems?**

We are not using APIs to interface between Banner, Transact/Cash Net, and our current bank, but we are interested in the ability to use APIs if they exist.

- **Does your system have the ability to ingest a BAI file?**

Possibly, but we have no expertise with this. We're open to help setting this up or using an alternative method.

- **EDI Remittance advising – what format are you receiving EDI in today? How many items are being reported on average per month?**

We do not currently use EDI payment services.

- **In 2.0 Scope of Work, Section 1.3.4 Editable Version of Master Services Agreement, the University asks respondents to provide an editable version of their Master Services Agreement, if respondent will accept edits to their MSA. Since 3.0 Response Submission Information, Section 3.5 Copies of Responses does not request an electronic version of the response, when would respondents need to provide an editable version of the MSA? With the response or upon award of the business? If with the response, how should it be submitted? On a USB/Thumb drive or via email?**

If a MSA is proposed by the contractor, it can be submitted by e-mail if requested by the University during the evaluation process.

- **Response Submission Information, 7.2 Specification Interpretation, this is abroad statement, do you have any additional details to provide on this? Do you have an example of when this may come into action?**

#### *7.2 Specification Interpretation*

*In the event of a difference of opinion between the Contractor and the University as to the meaning of any provision in these specifications, the decision of the University shall be final and without recourse.*

Action could occur if the University views the contractor response to deviate from the requirements of the solicitation.

If so, and the overall response is viewed by the University to be materially impacted, evaluation of the contractor's response could be adversely affected, such as by the awarding of a reduced number of evaluation points to the contractor.

- **On the cover page you provide the date and time returnable, along with the e- mail and telephone number for Michael Wills, without a mailing address. Please confirm the delivery address for the four physical copies requested on page 10, section 3.5 is 901 South National Avenue, Springfield, MO 65897.**

The address to submit the original and copies of RFP 8259-07 is listed on the top right corner of the cover page.

**End of Questions and Answers**