



ADDENDUM NUMBER: 1

TO:	All Interested Vendors
FROM:	Jeff Eichelberger, Buyer, City of Indianapolis Purchasing Division
DATE:	June 2, 2026
RE:	RFI-11EAL-2026-1 – Banking Services
New Deadline:	June 12, 2026 at 12:00 Noon (Est.)

The following are the City’s responses to questions submitted by the vendor community in reference to the above-listed Request for Information.

Vendors shall note that only these *written* statements will be binding on the City. These written statements represent the City’s official position and supersede any previous oral statements made during any Conference or at any time by City staff.

Q	1.	If the department issues a solicitation, what would be the estimated timeframe for procurement?
A	1.	The City is anticipating conducting and RFP for this service later in 2026 or early 2027.
Q	2.	Is there a current vendor providing this service? If so, could you please provide the current contract documents/information?
A	2.	The current vendor is JP Morgan Chase Bank. There is no formal contract in place for this service.



Q	3.	Does the department have an estimated total contract value for this solicitation?
A	3	No, we do not have a total contract value estimate, currently there is no budgetary impact as fees are covered by our excess interest earnings.
Q	4.	Does the City currently have an Indianapolis lockbox? If so, can you please explain where the volumes can be located in Appendix A that was attached? Is an Indianapolis Lockbox required?
A	4	No, a lockbox isn't required. The County Treasurer currently utilizes a local lockbox provider outside the merchant services contract. In 2025 lockbox service is used three weeks prior to the due date in the spring and fall.
Q	5	Are tax payments needing to be made in branches?
A	5	This is a service that would be appreciated by the County Treasurer but not required.
Q	6	Stored value / payroll card solutions – have a few options but would like a better understanding are these Business to Consumer payments, payroll or is there other uses?
A	6	Payment cards could potentially be to consumers and for payroll. The County Auditor has been exploring more efficient and cost-effective ways to pay short-term employees (such as election poll workers) and parks employees who may not always have banking relationships. They could also be used for jury duty payments.
Q	7	Is the City open to sharing Merchant Processing statements for a better understanding of volume and what's needed?
A	7.	These are unavailable.
Q	8.	Please provide current lockbox volumes: annual, peak and monthly.
A	8.	Lockbox volumes have decreased dramatically with the County Treasurer in the past 10 years. Total payment volume was 206K in 2016 and was under 69K in 2025. We only utilize the service six weeks out of the year. Three weeks before May 10 th due date and the November 10 th due date. The volume for the three weeks is 47K before the May 10 th due date and 22K before the November 10 th due date.



Q	9.	<p>Please provide receivables volumes for the County Remote Deposit Capture</p> <ul style="list-style-type: none"> - Image Cash Letter - Online Bill Presentment and Payment - Electronic Payments (mortgage processors, pay by bank, etc) through elockbox - Branch deposits - Vault Deposits
A	9.	<p>Remote Deposit Capture- not currently used in our office</p> <p>Image Cash Letter- for 2025 we sent 1388 cash image files with 67,885 total checks.</p> <p>Online Bill Presentment and Payment- this is handled by our online vendor Invoice Cloud</p> <p>Electronic Payments (mortgage processors, pay by bank, etc) through elockbox- this is handled by our vendor govtech- we received 162,967 parcels paid total 331,940,864.13 from a total of 21 different companies.</p> <p>Branch deposits – tax payments are collected from 4 different banks total items collected are 2,913 items total \$6,203,937.24.</p> <p>Vault Deposits – We don't have vault deposits. For 2025 we had approximately 1350 deposits sent via our courier totaling \$14,000,658.</p>
Q	10.	Does the County have requirements specific to the PO Box address? If so, what are those?
A	10.	No
Q	11.	Do you currently own your PO Box address?



		<ul style="list-style-type: none"> - If yes, where is the post office location assigned to this USPS P.O. Box (Caller Box)? - If no, does your current provider own the PO Box Address?
A	11.	Yes, we have a PO Box and use the USPS P.O. Box (Caller Box).
Q	12.	How are check adjustments reported to you?
A	12.	Currently we receive check adjustment notices via USPS mail, but we also have the ability to pull the notice through our online banking portal.
Q	13.	Is exception reporting required? If yes, what type of exception reporting is needed?
A	13.	Yes, positive pay and Host-to-Host (H2H) exception reporting is required. For positive pay exceptions, we currently have the ability to review the exception and approve or return the exception. For H2H exceptions, we are sent a daily report with all of the exceptions listed.
Q	14.	Does the County use a decision/exception manager tool? How do you use it?
A	14.	Validation Services, to confirm ACH's that are being sent by the county.
Q	15.	Please provide a sample of the coupon/invoice statement.
A	15.	Please see Attachment A
Q	16.	Please provide a sample of the data transmission and file format for transmission.
A	16.	Please see Attachment 2
Q	17.	Please provide existing lockbox processing instructions.
A	17.	Data not readily available
Q	18.	Do you utilize a image transmission?



A	18.	The City does not utilize image transmission, as we have access to images in our online banking portal.
Q	19.	Please provide the annual dollar volume and number of transactions by card type (Visa, MC, Discover, AmEx) for each city department/entity accepting credit card payments.
A	19.	For the City: Amex - \$1,478,616.19 (excludes service fees); 3,893 transactions Discover - \$97,168.16 (excludes service fees); 568 transactions MC - \$4,323,090.76 (excludes service fees); 12,353 transactions Visa - \$6,786,796.55 (excludes service fees); 25,174 transactions For the County: AmEx- 3473 transactions totaling 6,645,126.00, Discover 1236 transactions totaling 1,310,005.12 Mastercard- 15,330 transactions totaling 12,998,199.63 Visa 31,141 transactions totaling 30,302,653.51
Q	20.	Are you accepting any other payment methods like PIN Debit, e-Check, digital wallets, etc.? (i.e. PayPal, Zelle, Venmo)
A	20.	The City also accepts e-check as part of our e-commerce system. The County accepts e-check, PayPal, Venmo and PayPal credit.
Q	21.	Do any of the departments/entities utilize standalone card terminals to accept card payments? If so, please provide a list of the terminal manufacturer and model that is used by each.
A	21.	The City does not have standalone card terminals, but some departments/agencies do utilize card readers with their POS system which is through our e-commerce provider. The County uses standalone card terminals for in-person payments in the Treasurer's Office.
Q	22.	Please provide a list of the gateway and software names that are used for each of the departments/entities accepting card payments.
A	22.	This information is unavailable.



		The County uses Invoice Cloud.
Q	23.	Which departments/entities, if any, charge customers a service/convenience fee in order to cover the costs of acceptance? Or are merchant services costs absorbed by the agency?
A	23.	All service fees are passed along to the customer, as part of doing business. Most service and convenience fees are charged to customers. The County does pay a portion of the online bank direct fee.
Q	24.	For each department/entity in scope, are you looking to replace the processor, gateway, and/or front-end user experiences/portals?
A	24.	No, this is not something that we're currently looking for.
Q	25.	Please provide Account Analysis Statements for the other financial institutions Marion County is processing transactions through.
A	25.	Please see Attachment 3
Q	26.	Page 3 B1 & B2, could you provide additional insight into your current structure and reporting expectations? Specifically, it would be helpful to understand: a. The number of accounts the City currently holds, and the structure of those accounts. b. Approximately how many accounts would need to be included in the consolidated reporting structure. c. Whether consolidated reporting is primarily needed for balance visibility, transaction activity, account reconciliation, budgeting, or other operational purpose.
A	26.	The City currently holds 8 commercial checking accounts, with 7 of them being ZBA accounts. We also have 1 commercial savings account. We would like to keep either the same account structure or one similar. The county has 32 accounts- 2 liquidity accounts.
Q	27.	Page 4 D8, to help us provide the most relevant response regarding payroll cards and stored value cards, could you provide additional detail on how these programs are currently being utilized?
A	27.	We are not currently utilizing payroll cards or stored value cards but interested in exploring options that are available.



Q	28.	Page 4 E3, Relative to automation capabilities, could you provide additional detail on your current utilization of automated processes, and any existing operational challenges or automation goals?
A	28.	Currently, we receive a file nightly through ftp to reconcile our cleared checks and other transactions in our finance system. Marion county also receives a nightly file through FTP to reconcile our cleared checks and other transactions.
Q	29.	Appendix A, Relative to Teller Line Deposits and Night Drop Deposits, could you clarify whether these transactions are associated with a lockbox service or if they represent traditional branch and night drop deposit activity?
A	29.	These represent traditional branch and night drop deposits from all of the local parks. The county has few teller line deposits or nightly drop deposits most payments are sent via Wire/ACH.
Q	30.	Can you confirm whether the City utilizes a Remote Deposit Capture (RDC) service, and if not, whether you would be open to exploring remote deposit capabilities?
A	30.	The City is not currently utilizing remote deposit capture but would be open to exploring the option. The county does not use remote deposit capture currently.
Q	31.	What type of Lockbox processing is done today? • Wholesale processing? Monthly payment volume. • Wholetail processing? Monthly payment volume. • Both? Detail monthly volume breakdown.
A	31.	County currently has a lockbox processing for property tax collection- this is used semi annually for about 3 weeks in May / 3 weeks in November. \$110,387,451.46 item count 35,495.
Q	32.	If Wholetail, identify the types of payments received in Lockbox. • Standard coupon with OCR line? • Bar code? • B2B? C2B? Both?
A	32.	County uses OCR line.
Q	33.	Is there a processing city preference (LA, SF, CHI, BOS, ATL, DAL, PHI)?
A	33.	County- would prefer our only city Indianapolis but if it is from this list, it would be the closest to us.



Q	34.	Do you receive 'check only' payments? Any special handling requirements? Monthly volume?
A	34.	The City does not have 'check only' payments; however, we still receive a lot of checks with it being a payment option available to our customers. The county lockbox is check only however we have had customers send cash that would need to be sent back to us to process.
Q	35.	Do you intend to provide import files as part of your Lockbox processing? • Invoice files? • Stop files? • Validation/positive files? What are the validation requirements?
A	35.	County currently sends a csv file of valid parcels to our lockbox along with a red stamp file of parcels not to collect which are imported by our lockbox vendor.
Q	36.	Do you require images captured in: • B/W or color? • 200 or 300 dpi?
A	36.	B/W is fine. County- Black and White would be fine
Q	37.	Front only or duplex (front and back)?
A	37.	Duplex images are preferred. County- Duplex imaging.
Q	38.	Do you require an output payment posting file? • Require multiple boxes placed on one file or on separate files? • Data elements: MICR only? MICR plus supplemental value added data capture? What fields? • Format: BAI format? BAI2 format? Other/custom file format? If custom, can you provide an example? XML and EDI ANSI x 12 formats (820, 835 etc.)?
A	38.	Yes, the county needs a payment posting file for our lockbox 53-byte txt file. Filler 1- 3 (blank) Parcel 4-10 Filler 11-23 (blank) Batch 24-29



		Line 30-35 Effective Date 36-41 mmddyy Filler 42-44 (blank) Amount 45-53 do not include decimal point* Batch Trailer Batch Indicator 1- 1 (B) Filler 2- 3 (blank) Batch Amount 4-13 Total amount for the batch Filler 14-23 (blank) Batch 24-29 Line 30-35 Filler 36-44 (blank) Total Payments 45-53 Count of payment records (not including trailer)
Q	39.	Do you have a file transmission preference? • FTP transmissions - SSL, SSH, AS2, PGP or combo? • Sterling GIS mailboxes? • VAN?
A	39.	We use FTP transmissions, mostly PGP. County would prefer FTP – most familiar.
Q	40.	Is a consolidated paper and electronic payment output file needed? • Lockbox plus ACH, wire, other? • EDI format? Detail which. • Custom format? Can you provide a sample?
A	40.	County- our lockbox will provide a paper report that matches our payment files received and the deposit that is recorded in the bank.
Q	41.	What are your image archive requirements (180 days, 1 year, 7 years)?
A	41.	7 years 7 years for county also.



Q	42.	Is an image transmission file needed? If needed, are daily files of TIFF images in standardized output format acceptable?
A	42.	No. County does not currently receive this.
Q	43.	Are any cash payments received?
A	43.	Yes, we accept cash payments. The county does not accept cash thru our lock-box but our bank accounts could receive cash.
Q	44.	Do you accept card payments via the Lockbox? If so, who is the merchant card processor?
A	44.	The county does not receive credit card payments via lock-box.
Q	45.	Do remitters send any payments to your offices directly? How are they handled? Volume?
A	45.	Yes, they do. They are bagged and picked up by our armored car courier to be taken to the bank for deposit. Yes – we process payments directly thru cash imaging when our lock box is not active.
Q	46.	Do you use an online portal to search and view Lockbox data and images today? Is this a need?
A	46.	Yes the county has a portal where we can review payments processed by our lockbox and a flash drive is provided as well as some data gets purged as it gets outdated.
Q	47.	Do you need to review intraday Lockbox exceptions online?
A	47.	No, currently they get sent back to us to balance then we send back to process as a stub only batch.
Q	48.	Describe your information reporting needs: <ul style="list-style-type: none"> • Intraday float reporting? • Data export? Please detail. • Image export? • Deposit totals?
A	48.	If this is referring to lockbox data, the City does not utilize lockbox. If not referring to a lockbox, please reference question #55.



		For lockbox we currently receive a deposit totals report and a consolidated totals item report.
Q	49.	Do you currently offer a payroll card? If so, how many employees receive their wages via a payroll card? If not, how many employees receive their wages via a paper check?
A	49.	No, we do not offer payroll cards. 21% or approximately 600 of County employees receive via paper check and 12% or approximately 480 City employees.
Q	50.	What is the total dollar amount of wages disbursed each year via paper check and payroll card?
A	50.	Payroll card NA. For 2025, the City issued 4,131 paper checks totaling \$3,802,647.18. County for 2025- issued 1817 paper checks totaling \$2,096,669.20
Q	51.	Can the City provide examples as to when/where it is receiving cash and coin deposits? i.e. departmental operations and receivables processes. Does the City have cash/coin volumes it can provide that tie into the number of Branch, Night Drop and Teller Deposit occurrences referenced in Appendix A?
A	51.	Most of the City Agencies/Departments accept cash for payment (i.e. Animal Care Services, Parks, etc.). We do not have the data readily available to answer the cash/coin volume that would tie into the Night Drop and Teller Deposits.
Q	52.	Is the City experiencing challenges related to cash/coin deposit processing due to a contraction in bank branch presence?
A	52.	No.
Q	53.	Is the City of Indianapolis currently using a courier or Armored Carrier to transport cash/coin deposits to various branch locations at its incumbent bank? Is the City looking to explore remote safe and/or cash vault deposit solutions?
A	53.	Yes, the City and County are both using Armored couriers. We are open to other solutions.
Q	54.	In referencing account structure and account types, Appendix A discloses 1 banking relationship for Indianapolis and 13 for Marion County. Are the City and/or County open to disclosing the number and



		type of accounts presently held with their incumbent banks? How many different City and County agencies are represented in this account mix?
A	54.	<p>The City currently holds 8 commercial checking accounts, with 7 of them being ZBA accounts. We also have 1 commercial savings account. All City Departments and Agencies are represented in our current account structure.</p> <p>The County is open to discussing account structure. Many of the accounts with additional banking partners are due to financial institutions accepting in person property tax payments (4), banks providing above average yields on money market account / CD yields (6).</p>
Q	55.	What type of consolidated reporting is the City-County presently receiving, in what format and how is it being delivered? What do the City and County ideally envision this to look like?
A	55.	<p>Currently all reporting being received is for reconciliation or transaction purposes. Daily reports we can download from our online banking portal via excel, monthly reconciliation reports are downloaded via PDF and some text files. We also have the ability to download cleared check images when needed from the online banking portal.</p> <p>The County has a similar process.</p>
Q	56.	How do the City-County currently monitor and manage their respective cash positions? Are there specific cutoff times driven by investment decisions, debt payments, or disbursement cycles? How are you currently receiving and reconciling daily balance reporting information across accounts?
A	56.	<p>The City is currently pulling down our current cash position daily from our current banking portal in excel format. We then use that report and reports from our finance system to determine what our cash needs are daily, this includes investment decisions, debt payments, and other major revenue and disbursement cycles.</p> <p>The County calculates interest income, yield and the average balance on a monthly basis. We are aware of historical balances and make short-term investment decisions understanding our liquidity constraints.</p>
Q	57.	Do you actively manage liquidity across accounts? What structure do you presently employ? What goals do the City and County have concerning their liquidity positions?



A	57.	<p>We currently have a ZBA account structure, so we monitor liquidity within one account to make sure we have enough cash to cover all payments and payrolls.</p> <p>Yes, the County has access to liquidity accounts where we move excess deposits to institutional money market accounts that offer a higher yield.</p>
Q	58.	<p>How does the City-County determine what payment types are going to be used when making disbursements, i.e. check, ACH wire, etc.? Are either the City or County currently using RTP, FedNow, Same Day ACH or other alternative payments like Zelle?</p> <p>What do the City and County's vendor onboarding processes look like?</p>
A	58.	<p>Most of our vendor payments are paid via check, with exception of some of our high priority payments such as payments for health insurance, debt service, large capital asset purchases, tax disbursements and etc.</p> <p>The City/County vendor onboarding process is completed online on the Office of Finance and Management: Purchasing Division site.</p>
Q	59.	<p>Are the City and County presently cutting and disbursing their own checks, or is this disbursement function being outsourced to a 3rd party?</p>
A	59.	<p>Yes, we disburse our own checks.</p>
Q	60.	<p>Have the City-County inquired about the use of Virtual Accounts to more effectively manage the settlement, reconciliation of protection of account information when inbound payments are involved?</p>
A	60.	<p>We have not.</p>
Q	61.	<p>Can the City-County provide more details on the key transactions they typically need to process and what cutoff times and processing windows need to be met?</p>
A	61.	<p>Employee payrolls, AP Vendor payments, Debt Service payments, Local tax settlement disbursements, The county has the same types- Employee payment, vendor payments, settlement, and disbursements.</p>
Q	62.	<p>Does the City-County have IT resources that could engage in building out API's? Are current AP and Reconciliation functions exclusively managed with the incumbent bank(s) via File Transmission, or are manual upload/download processes also employed?</p>



A	62.	We currently use File Transmission processes.
Q	63.	What standard and custom reports do the City-County rely upon receiving from the incumbent banks on a daily and monthly basis? Are there reports they would like to download or receive via file transmission that are presently unavailable?
A	63.	Monthly bank statements and reconciliation reports, which would include the banks reconciliation of issued, cleared, and cancelled checks. Monthly account analysis and billing statements. Daily detailed balance and transaction reports. The County follows the same process
Q	64.	How do the City and County presently receive invoices? Are these invoices paid through a centralized and uniform process, or de-centralized at the departmental level allowing for independent AP practices?
A		We receive invoices electronically, via mail, etc... These invoices are processed by financial staff within the individual departments and agencies and submitted to the Marion County Auditor's Office AP department, who is responsible for final review, approval and issuance of payment. The County follows the same process
Q	65.	How do the City and County presently manage escheatable property?
A		We follow State Statute when it comes to stale dating processes associated with our account payable checks, these are not required to be escheated to the State. For payroll checks, we follow the Attorney General process which does require escheatment. The County follows the same process as the City.



ACKNOWLEDGEMENT

Acknowledge receipt of this addendum by signing below and submitting with your information. Failure to do so may result in your submittal being found non-responsive.

Signature

Printed Name

Company Name

Date