



# City of Indianapolis and Marion County

## Request for Information

### Banking Services

RFI Due Dates	
Document Number	RFI-11EAL-2026-1
Estimated Published Date	May 11, 2026
Questions Due	May 22, 2026 – by 12:00 Noon Eastern Time Must be submitted in email to <a href="mailto:Jeff.Eichelberger@Indy.Gov">Jeff.Eichelberger@Indy.Gov</a>
RFI Responses Due	June 5, 2026 by 12:00 Noon Eastern Time Must be submitted in email to <a href="mailto:Jeff.Eichelberger@Indy.Gov">Jeff.Eichelberger@Indy.Gov</a> by 12:00 Noon Eastern Time

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#### 1. Purpose

The City of Indianapolis and Marion County, Indiana (“the City-County”) is issuing this Request for Information (RFI) to gather information from qualified financial institutions regarding comprehensive banking and depository services.

This RFI is for information and planning purposes only and does not constitute a solicitation for bids or proposals. The City-County may use the information gathered to develop a future Request for Proposals (RFP).

#### 2. Background and Structure

The City of Indianapolis and Marion County, Indiana are local governments in Indiana, serving a population of approximately 981,000.

The City-County is seeking information from experienced financial institutions capable of providing secure, efficient, and cost-effective banking services in compliance with applicable Indiana state statutes governing public funds.

The City of Indianapolis and Marion County, Indiana have separate accounting teams for financial reporting and treasury management.

#### Account Structure and Activity Volumes (approximate)

See [Appendix A](#) for City of Indianapolis’ and Marion County’s account structure and activity volumes.

#### 3. Objectives

Through this RFI, the City-County seeks to better understand:

- Available banking service models for municipalities
- Transaction processing (ACH, wire, positive pay, remote deposit capture (RDC))
- Lockbox (tax payments)
- Online banking/treasury portal features
- Stored value / payroll card solutions (if available)
- Remote deposit scanners and equipment support
- Technology platforms and integration capabilities
- Cash management tools and fraud prevention practices
- Approaches to public funds protection
- Customer service models and implementation practice

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#### 4. Information Requested

Respondents should provide narrative responses to the following:

##### A. Financial Institution Overview

1. Provide a brief history of your institution.
2. Describe your experience serving municipal or governmental clients, including approximate number and size.
3. Describe your presence in Indiana and/or the Midwest.
4. Describe your organizational structure as it relates to public sector banking services.
5. Provide a list of all branch locations within the Marion County, Indiana and describe availability of:
  - o Drive-thru services
  - o Night depositories
  - o Cash handling capabilities (coin/currency)
6. Describe your institution's strategy regarding branch network expansion or consolidation.

##### B. Account Structure & Depository Services

1. Describe the types of accounts typically recommended for municipalities (operating, payroll, zero-balance, investment, etc.).
2. Describe your ability to manage multiple accounts with consolidated reporting.
3. Daily balance reporting capabilities
4. Describe availability of interest-bearing accounts and earnings credit structures.
5. Describe your approach to account analysis statements and reporting.

##### C. Public Funds Protection

Respondents must describe how they comply with Indiana laws governing the protection of public funds, including participation in the Indiana Public Deposit Insurance Fund, as established under Indiana Code 5-13-12.

1. Describe your participation in the Indiana Public Deposit Insurance Fund.
2. How does your institution ensure compliance with Indiana Code 5-13-12?
3. Describe how public funds are identified, reported, and protected under your processes.
4. Describe any additional safeguards beyond the statewide pooled insurance structure.
5. What reporting, if any, is available to clients regarding deposit coverage?

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#### D. Treasury Management Services

1. Describe your online banking platform capabilities.
2. What tools are available for cash positioning and forecasting?
3. Describe your ACH services, including origination, controls, and reporting.
4. Describe your wire transfer capabilities, including security features, such as validation services.
5. Describe availability of the following services:
  - Remote deposit capture
  - Lockbox services
  - Positive pay (check and ACH)
  - Fraud monitoring tools
  - Merchant Services
6. Describe cutoff times and processing windows for key transactions.
7. Describe Real-time reporting and alerts
8. Describe your card solutions
  - Payroll card solutions
  - In-house or outsourced store valued card solutions

#### E. Technology & Integration

1. Describe integration capabilities with common municipal ERP systems. The City-County utilizes Oracle PeopleSoft.
2. What are the file transmission capabilities
3. Describe your ability to automate:
  - Bank reconciliations
  - File transmissions
  - Reporting feeds
4. Describe your cybersecurity framework and any relevant certifications.
5. Describe system uptime, redundancy, and disaster recovery capabilities.
6. Describe your strategic investments in technology and security.

#### F. Customer Service & Implementation

1. Describe your service model for municipal clients.
2. Will the City-County have a dedicated relationship manager?
3. Describe your implementation/onboarding process.
4. Provide a typical implementation timeline.
5. Describe training provided to staff.
6. Describe escalation procedures for service issues.

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#### G. Reporting & Controls

1. Describe standard reporting available to clients (daily, monthly, custom).
2. Describe audit trail capabilities within your platform.
3. How does your system support segregation of duties?
4. Describe dual-approval or multi-factor authorization controls.
5. Describe support for annual audits and confirmations.

#### H. Fees & Pricing (High-Level Only)

1. Provide a general overview of your pricing model (i.e., fee-based, earnings credit rate, hybrid).
2. Describe typical fee categories charged to municipal clients.
3. Describe how pricing may vary based on account balances or activity levels.
4. Describe available integrated investment options.
5. Are liquidity portal options available for excess funds.
6. Describe how the rate of return on accounts will be determined.

#### I. References

1. Provide 2–3 references from municipal clients of similar size/complexity.
2. Include contact name, title, and services provided.

### 5. Response Format

Responses should:

- Follow the structure outlined above
- Be concise but sufficiently detailed
- Include any supplemental materials such as appendices

### 6. Privilege Clause; Right to Alter

Notwithstanding any other provision in this RFI, the City may, in its sole discretion, elect not to proceed with an RFP or with any transaction contemplated by this RFI. The City is under no obligation to respondents to this RFI.

The City further reserves the right to selectively identify on the basis of demonstrated products, qualifications, some, but perhaps not all, respondents to this RFI for participation in the presentation stage of this RFI process, and/or for further participation in any RFP and/or bid processes that may be issued.

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The City reserves the right to alter any of the conditions and criteria outlined in this RFI, including the deadline for submissions, by posting addenda on the City's website at <https://www.indy.gov/workflow/find-bid-opportunities>.

#### 7. No Contract; Costs and Expenses; Additional Information

This is an inquiry only. By responding to this RFI with a written submission or otherwise participating in the process as outlined by this RFI, each submitting party expressly agrees that no contract of any kind is formed under or arises from this RFI and that no legal obligations as between any one or more proponents and the City will arise.

**This RFI, therefore, does not invite “priced offers” and no pricing information is to be returned as part of a vendor response.**

Each respondent is solely responsible for its own costs and expenses in preparing and submitting a response to this RFI and participating in the RFI process, including any provision of any additional information or attendance at meetings or interviews.

The City shall have no monetary obligation to any respondent to this RFI. The City will make information available to respondents via its website at <https://www.indy.gov/workflow/find-bid-opportunities> and will not respond to requests for additional information or make copies of documents as part of this solicitation process.

#### 8. SUBMITTAL PROCESS

##### a. Submission Requirements

RFI submission should be sent in PDF format and emailed to:

[Jeff.Eichelberger@Indy.Gov](mailto:Jeff.Eichelberger@Indy.Gov)

##### b. Questions

Any questions related to this RFI may be directed to:

Jeff Eichelberger

Office: 317-327-4976

[Jeff.Eichelberger@Indy.Gov](mailto:Jeff.Eichelberger@Indy.Gov)

