

# Request for Proposals for Banking Services

**Issued: August 5, 2015**

**Responses Due: September 9, 2015**



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## 1.0 Introduction

The City of Dublin is seeking proposals from qualified financial institutions to provide specified banking services in accordance with state and federal requirements. It is the City's intention to obtain those products which can be provided with a high level of quality service at a competitive cost.

Institutions shall thoroughly examine all requirements contained within this document. Failure of any respondent to receive or examine this document shall in no way relieve that respondent of obligations with respect to this request for proposal or the subsequent Banking Service Agreement.

## 2.0 General Information

### 2.1 Schedule of Events

Action Item	Date
RFP Issued	August 5, 2015
Pre-bid Conference	August 19, 2015
Written Questions Due	August 26, 2015
Responses to Questions	August 31, 2015
Proposals Due	September 9, 2015
Selected Vendor Presentations	September 23, 2015
Award Bid- Selection	September 30, 2015
Target Implementation Date	October 30, 2015

### 2.2 Submission of Proposal Deadline

All proposals from interested financial institutions must be received by the City of Dublin Finance Office on or before 5:00 PM ET on September 9, 2015. Proposals received after this date and time shall not be considered and shall be disposed of in accordance with section 2.6 of this document.

All submissions shall be provided in a sealed envelope/box. Valid submissions shall consist of four bound hard copies and four electronic copies on either CD-ROM or flash drive as searchable PDF files. Proposals may be mailed or hand delivered to:

City of Dublin  
Attn: Angel Mumma, Finance Director  
Office of Finance  
5200 Emerald Parkway  
Dublin, OH 43017

The City is not responsible for delays in mail or shipping methods selected by the respondent. Any responses not received by the noted deadline will not be considered.

### 2.3 Pre-bid Conference

The City will entertain questions at a pre-bid conference to be held at 1:00 on August 19, 2015 in the City Hall Council Chambers at 5200 Emerald Parkway. The City expects to respond to all inquiries electronically by 5:00 PM on August 31, 2015.

The City reserves the right to decline to respond to any question or inquiry that will cause undue burden or expense for the City or which the City deems unnecessary for purposes of responding to this RFP. The City will post all questions or inquiries received either through the pre-bid conference or as written questions permitted in section 2.4 with answers on its website at <http://dublinohiousa.gov/2015bankRFP>.

### 2.4 Submission of Written Questions

The City will provide supplemental information or clarification to proposers through the following process:

- Requests for supplemental information or clarification must be submitted, in writing, via e-mail no later than 5:00 pm on August 26, 2015 to [2015bankrfp@dublin.oh.us](mailto:2015bankrfp@dublin.oh.us).
- The City will respond in writing to each request for supplemental information or clarification. The City may also choose to not respond to specific requests if it feels that the information requested will not substantively improve the quality of the proposals.
- The City's responses, if any, will be posted no later than August 31, 2015 on its website at <http://dublinohiousa.gov/2015bankRFP>.

- All such requests and City responses will be shared with all parties that receive a copy of this RFP.
- Proposers should not contact the Finance Director, City Manager, City Council members or their respective staffs concerning the RFP from the date hereof until the selection process has been completed.
- Attachments 1, 2, and 3 will provide insight as to the volume levels and services currently received by the City.

## 2.5 Time and Location of Vendor Presentations

Selected respondents may be requested to provide in-person presentations to the evaluation team. Such presentation may include a demonstration of the banking software interface and reporting functionality. The decision as to which respondents will be selected to make such presentations is solely at the discretion of the City.

## 2.6 Effective Period of Proposals

All proposals must remain effective for 180 days from the proposal due date.

## 2.7 Disposition of Proposals

The City of Dublin is under no obligation to return proposals to submitting vendors. All materials submitted in response to this RFP will become property of the City. Items received shall be considered public information unless a statutory exception exist. If your proposal contains information that you believe is an exception to Ohio public records law, you must identify each and every occurrence of the information in the proposal on a separate page titled "Exceptions to Public Records Law."

## 2.8 Cost Incurred in Responding

This solicitation does not commit the City of Dublin to contribute in any way to reimbursing the cost of proposal preparation. All costs incurred in preparation of a proposal shall be borne by the respondent. Proposal preparation costs are not recoverable by the Banking Services Agreement.

## 2.9 Proposal Reservations

- The City reserves the right to award a contract or contracts to the financial institution or institutions that best meet the needs of the City, and not necessarily to the lowest cost proposal.
- The City reserves the right to request any additional information to assist in the review process, including requiring oral presentations of proposals to the City staff members and/or City Council.
- The City reserves the right to reject any and all proposals at any time.
- The City reserves the right to cancel, withdraw, modify, or reissue this RFP at any time for any reason.
- The City reserves the right to award banking services to a single vendor or procure individual banking services from multiple vendors.
- The City reserves the right to accept any proposal that is late if the Finance Director determines acceptance is in the best interest of the City.
- The City reserves the right to waive any irregularities or informalities in any proposal if the Finance Director determines this to be in the best interest of the City.

## 3.0 Scope of Banking Services

The City of Dublin is seeking one or more financial institutions to provide various banking services which will fulfill operational requirements encountered by the City. The City may choose to divide services between banking institutions if it is in the best interest of the City.

### 3.1 General Account Services

The City of Dublin currently holds an operating account, payroll account, workers compensation account, Mayor's Court account, and police operations account. Please provide in your response:

- A fee schedule associated with general account activities

- A sample of the monthly account analysis statement and associated issuance timetables
- A description of daily activity cutoff times
- The earnings credit rate and effective interest rate for the past twelve months
- Screenshots of the online account interfaces
- A description of daily and monthly reconciliation services
- Security practices in place to protect accounts from unauthorized activity
- A description of how the financial institution will collateralize active and interim deposits of the City in accordance with Ohio Revised Code Section 135. This shall identify the specific types of ORC 135.18 eligible collateral the bank proposes as securities for this contract. Additionally, the RFP response shall identify if these proposed securities will be offered in a pooled or dedicated pledge. The City requires 105% collateralization for any securities pledged to the City as a member of a public funds pool, or 102% collateralization through a dedicated pledge. A collateralization report shall be warranted by the Financial Institution and provided to the City on a quarterly basis.
- A copy of your standard Depository Agreement, Collateralization Security Agreement, Trustee Agreement, and samples of bank collateral reports and/or third party trustee reports. It is the intention of the City to require the banking institution to have the three aforementioned agreements approved by and recognized in the minutes of a meeting of the bank's board of directors.
- The current total percentage of public deposits held by the banking institution
- Certification that you are a depository of public funds, as designated by the Ohio Treasurer of State
- Any other relevant policies and procedures

### 3.1.1 Deposit Services

The City of Dublin is interested in a branch location within the City boundaries to service its deposit and cash management needs. Within your response, please provide screen shots of deposit interface website and samples of monthly statements. Please provide:

- A physical branch location within Dublin City limits (include branch hours of identified branch)
- Describe online access to accounts for verification of discrepancies and processes to retrieve images of individual deposit checks
- Policies for automatic redeposit of items returned for insufficient or uncollected funds
- The daily cutoff time for deposits

### 3.1.2 Disbursements

Positive Pay services are currently used for both accounts payable and payroll. See Attachment 1 for annual volume levels. Please provide:

- A description of your Positive Pay service; including all associated policies and procedures, associated fees, and notification practices
- A description of your stop payment process and associated costs
- Describe how digital images of cleared items may be stored and provided to the City, along with associated costs
- Any other pertinent information associated with this service line

### 3.1.3 Remote Deposit Capture

The City of Dublin is interested in exploring Remote Deposit services to process check deposits. See Attachment 1 for annual deposit volume levels. Please provide:

- A description of your institution's remote deposit services
- Identification of available interfacing equipment

- A schedule of associated fees and charges
- A description of imaging policies and retention periods

### 3.2 Automated Clearing House (ACH) Services

Please address the following in your response:

- Describe your institution's ACH process, including daily posting and cut-off times
- Provide screenshot examples of your online ACH transaction portal or website
- Describe how regularly recurring ACH transactions are processed
- Policies for automatic redeposit of items returned for insufficient or uncollected funds
- Methodology and procedures of importing ACH files and associated file requirements
- A description of how your institution's ACH functionality can facilitate the bi-weekly direct deposit of staff payroll and associated confirmation of such direct deposit
- A fee schedule associated with processing ACH transactions
- Security procedures in place to minimize risk of unauthorized ACH transactions
- Any other pertinent information associated with this service line

### 3.3 Wire Transfer Services

Please provide wire transfer policies and any associated fees in your prepared response. Within the response, please address:

- Daily wire transfer initiation cut-off times

- The wire transfer initiation and verification processes
- How the institution addresses repetitive wire transfers
- Methodology for notification of incoming wires
- Provide screenshot examples of your online wire transaction portal or website
- A description of the financial institution's procedures and time frames for correcting incoming and outgoing wire transfers, including prioritization and verification of such wire transfers
- Security policies and procedures in place to minimize risk of unauthorized wire transfers
- Any other pertinent information associated with this service line

#### 3.4 Payment Card Services

The City of Dublin employs a Purchasing Card Program to promote the effective and efficient purchase of City supplies and services. There are currently 221 cards distributed to Dublin employees. A total of \$1,036,548.56 was spent during the last twelve months through this program.

The City is especially interested in any available rebate programs. Please provide in your response associated agreement documents, fee schedules, policies, and procedures. Additionally, please provide a detailed description of the fraud monitoring, reporting, and reconciliation process associated with the service. Finally, please include within your response a billing sample and on-line interface screenshots associated with this service line. Requirements include:

- Ability to add and delete cardholders
- Varying individual and monthly purchase limits
- Detailed transaction reporting by cardholder which displays each vendor, purchase amount, and date of purchase
- Reporting showing each cardholder's balance, credit limit, and available credit

- Detailed and cumulative transaction reporting for the entire City
- Fraud monitoring and reporting associated with the card service

### 3.5 Merchant Services

The City of Dublin currently accepts Visa, MasterCard, American Express, and Discover at ten locations across the City. Please respond as to how your institution will be able to provide merchant credit card services. Please include:

- All fees and charges
- Equipment policies and local service availability
- Deposit of funds methodology and timing
- An example of a transaction analysis statement
- Screenshots displaying the on-line interface
- A description of associated security protocols
- Please include a copy of your existing credit card merchant agreement
- Any other pertinent information associated with this service line

### 3.6 Online Reporting

Please address in your reply:

- Hours of availability of your on-line interface or website
- The time the previous day's information will be available on-line
- The time that ACH transactions and wire transfers will be posted on-line
- A description of inquiry capabilities
- The availability of online statements, including when the month end statements will be available and how long they will remain available.

- Provide examples of on-line balance and transaction reports
- On-line log-in security methods utilized by your institution
- How user access is granted/modified/revoked by system administrators
- Any other pertinent information associated with this service line

### 3.7 Other Service Lines

Please provide a detailed description of any other service lines your institution believes may improve the City of Dublin's efficiency and effectiveness. Include a description of how any proposals will benefit the City.

### 3.8 Customer Service

Please provide a description of the customer service approach your institution will employ with the City of Dublin. Factors include training, initial testing and set-up, equipment servicing, communication, assignment of a primary relationship manager, hours of availability of said representative, how the institution will maintain/foster a relationship with the City staff, etc.

## 4.0 Proposal Submissions

In addition to the required information requested above in association with each service line, please provide:

- A response cover letter
- Table of Contents
- A contact person for the RFP process
- A description of your institution's Equal Opportunity Employment practices and local certifications
- A description of your institution which also addresses your experience in serving similarly situated governmental entities

- A description of your institution’s existing community oriented activities and investment within the City of Dublin
- Staff qualifications and general experience of those individuals who would be assigned to work with the City
- Contact information and physical office location for each person identified in the bullet above
- An itemized cost proposal for all proposed fees associated with the service lines described above (see attachment 1). This itemization should indicate if any fees are excluded from payment through earnings credit. Any fees, which are billed following the award of accounts, but not listed on the Cost Proposal Schedule, shall be disallowed unless specifically agreed to by the City via a signed Banking Services Agreement Addendum.
- Describe any pending or resolved material litigation, administrative proceedings, or investigations in which your financial institution has been involved since January 1, 2013
- The institution’s current credit rating scores, (i.e. Baseline Credit Assessment (BCA), short term & long term deposit ratings, debt ratings, etc.)
- The institution’s common financial ratio results as of December 31, 2014 to include, but not limited to, your institution’s loan to deposit ratio, tier 1 risk-based capital ratio, tangible common equity ratio, return on assets, and “Texas ratio.”
- Provide a copy of your institution’s most recent annual report to include audited financial statements. The City of Dublin reserves the right to supplement the financial information provided with information obtained independently from market sources.
- Provide a description of your institution’s corporate structure, including holding companies, parents, subsidiaries, or corporate affiliates
- Describe the role of any third-party processor to be used in providing the services listed in this RFP
- A transition plan with associated timelines for the described service lines. This should include a discussion of your institution’s ability to integrate and interface with other City applications. Current City platforms include Tyler Technologies

Munis ERP (currently being implemented), Vermont Systems RecTrac, Sungard One Solution, and Kronos.

- Three similarly situated governmental references to which your institution is currently providing service. These references shall have been customers with your institution for a minimum of two years.
- A description of the institution's reporting system including:
  - The hardware and software the bank uses to deliver balance and transaction detail information
  - Hours of access
  - The bank's internet capabilities as a method of information delivery
- A detailed description of the protocols which will be utilized to secure data transfer and electronic transaction. Any format changes from what was agreed to as part of the RFP/contracting process must be agreed upon prior to any process modifications.
- Primary and secondary contacts for resolution of data transport and/or connectivity problems and concerns with technical content issues.
- A copy of the financial institution's board minutes documenting the most current review and approval of your disaster recovery and contingency plan as required by Federal Financial Institution Examination Council (FFIEC) IT Handbook "Business Continuity Planning Booklet."

## 5.0 Evaluation and Award of RFP

Submitted RFPs will be evaluated by a panel of City staff. A preliminary evaluation of proposals will be conducted which will identify those institutions deemed fully qualified and best suited to serve the City of Dublin. From this preliminary evaluation, the City will establish a list of those institutions who will be invited to make an oral presentation to City staff. Proposals will be reassessed given the information presented or clarified during the oral presentations.

Criteria by which the RFPs will be evaluated will include:

### Operational Requirements

- Offering service lines which are responsive to the needs and operation requirements of the City of Dublin

- Local branch locations
- Scope of services offered

#### Firm Experience

- The experience, resources, and qualifications of the institution and individuals assigned to this account
- Relevant and demonstrated experience managing similar account relationships with public institutions and agency clients
- Responses to reference checks

#### Financial Strength

- Financial strength of proposing institution utilizing standard financial ratios and measurements
- Adequacy of banking controls and protection against loss

#### Transition

- Quality and scope of conversion/implementation/integration plan
- The value of any new product or service suggestions
- Proposed Customer Service line of service

#### Compliance with the requirements and requests noted in this RFP

- Including quality of proposal

## Fees

- Proposed fees and compensation (although fees and compensation are an important element in the evaluation process, the City of Dublin is not required to choose the lowest cost proposal)

## 6.0 Contract Elements

The selected firm(s) shall be required to enter into a written Banking Services Agreement with the City of Dublin in a form approved by the City's Law Director. This RFP and the subsequent proposal, or any part thereof, may be incorporated into and made a part of the final contract(s).

The term of the Banking Services Agreement shall be for an initial period of two years, with the option to renew for additional periods with the mutual agreement of both parties. The Banking Services Agreement may be cancelled by the City of Dublin with 60 days written notice for just cause (i.e. non-adherence to required service elements, poor response time, failure of bank controls, etc.)