



The Corporation of the District of Central Saanich

CORPORATION OF THE DISTRICT OF CENTRAL SAANICH
REQUEST FOR PROPOSAL
BANKING SERVICES (2007)

May 3, 2007
Saanichton, BC

The Corporation of the District of Central Saanich is requesting proposals from Financial Institutions, with branches located in the Capital Regional District, that are interested in providing the District with Banking Services.

Attached are Instructions to Proposers and Terms of Reference that are to be used as the basis for your proposal.

1903 Mount Newton Cross Road, Saanichton, B.C. V8M 2A9

Phone: (250) 652-4444 Fax: (250) 652-0135

THE CORPORATION OF THE DISTRICT OF CENTRAL SAANICH
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INSTRUCTIONS TO PROPOSERS

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1.0 Proposer Requirements

- 1.1 Proposers must be Financial Institutions regulated by the laws of Canada with a physical 'bricks and mortar', customer-serving branch located within the Capital Regional District (i.e. Greater Victoria, BC).

2.0 Submission Requirements

- 2.1. Proposals must be returned in a sealed envelope clearly marked "Proposal for Banking Services (2007)", addressed to Steve Epp, District of Central Saanich, 1903 Mount Newton Cross Road, Saanichton, BC V8M 2A9.
- 2.2. Proposals must be received at the Municipal Hall, 1903 Mount Newton Cross Road Saanichton , BC V8M 2A9 no later than **4:30 PM Local Time, June 11, 2007.**
- 2.3. Proposals received and not conforming to Items 2.1 and 2.2, above, will be returned (unopened) to proposer(s) without consideration.
- 2.4. The District does not accept proposals received via our facsimile machine or e-mail.
- 2.5. All prices proposed are to be in Canadian funds.
- 2.6. Proposals, rather than tenders, have been requested in order to afford proposers a more flexible opportunity to employ their expertise and innovation, and thereby satisfy the District's needs in a more cost-effective manner. Proposals should be based on these Instructions and the attached Terms of Reference.
- 2.7. Your proposal should clearly show your complete company name, nearest branch to the District of Central Saanich, and name and telephone number of primary contact person(s).
- 2.8. All proposals submitted should include two (2) copies preferably in an 8½-inch x 11-inch format. Proposal submissions must be suitable for black and white photocopying. (No three-ring binders please.)
- 2.9. Proposers are solely responsible for any costs or expenses related to the preparation and submission of proposals.
- 2.10. After the closing time and date, all proposals received by the District become the property of the District.
- 2.11. No proposer may withdraw their proposal for a period of 90 days after the actual date of closing.
- 2.12. This proposal is subject to the terms and conditions of the Agreement for Internal Trade, Mash Annex 502.4. The laws of the province of BC shall govern this proposal and any subsequent contract resulting from this proposal.

- 2.13. All documents generated as a result of this project will become the property of the District, and the successful proposer will be required to assign any copyright to the District. The District will have the exclusive rights to copy, edit and publish the material.

3.0 Definitions

- 3.1. The Corporation of the District of Central Saanich is referred to as the "District".
- 3.2. The entity submitting a proposal is referred to as the "proposer".
- 3.3. The successful proposer is referred to as the "Contractor".

4.0 Confidentiality and Freedom of Information

- 4.1. Your proposal should clearly identify any part that is considered to be confidential or proprietary information. The District is subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. As a result, while Section 21 of the Act does offer some protection for third party business interests, the District cannot guarantee that any Confidential Information provided to the District will remain confidential if a request for access in respect of your proposal is made under the *Freedom of Information and Protection of Privacy Act*.

5.0 Term of Agreement

- 5.1. The contract resulting from this Request for Proposal shall be for a period of three years from the date of award.
- 5.2. The contract may be extended for further two-year periods, providing an agreement is reached between the District and the Contractor.

6.0 Pricing

- 6.1. The activities or tasks listed in the attached Terms of Reference are minimum requirements to be undertaken. Proposers may also provide separate pricing on additional requirements they feel would benefit the District in meeting its goal.
- 6.2. All invoices paid as a result of this Request for Proposal will be paid as per the District of Central Saanich's standard payment terms "current month's invoices will be paid net 30 days".

7.0 Cancellation

- 7.1. The District reserves the right to cancel this Request for Proposal at any time and for any reason, and will not be responsible for any loss, damage, cost or expense incurred or suffered by any proposer as a result of that cancellation.

- 7.2. The District reserves the right to cancel any contract resulting from this Request for Proposal with 30 days' written notice of cancellation. In the event of cancellation, the Contractor will have no right of action against the District for damages; however, cancellation would not, in any manner, limit the District's right to bring action against the Contractor for damages for breach of contract. Thirty (30) days written notice of cancellation will be provided.

8.0 Accuracy of Information

- 8.1. The District makes no representation or warranty; either express or implied, with respect to the accuracy or completeness of any information contained or referred to in this RFP.

9.0 Responsibility of Proposer

- 9.1. Each proposer is responsible for informing themselves as to the contents and requirements of this RFP. Each proposer is solely responsible to ensure that they have obtained and considered all information necessary to understand the requirements of the RFP and to prepare and submit their proposal. This District will not be responsible for any loss, damage or expense incurred by a proposer as a result of any inaccuracy or incompleteness in this RFP, or as a result of any misunderstanding or misinterpretation of the terms of this RFP on the part of any proposer.

10.0 References

- 10.1. Your proposal should identify other municipal organizations for which your company has provided similar services. Please provide references stating organization name, contact name, phone number and fax number to support this.

11.0 Evaluation Process

- 11.1. An evaluation committee made up of District staff will be reviewing proposal submissions. The District reserves the right to accept any or none of the proposals submitted and will evaluate proposals based on the best value and not necessarily the lowest cost. Please refer to the Evaluation Criteria outlined in the Terms of Reference.
- 11.2. The District reserves the right to conduct pre-selection meetings with proposers. Proposers may be requested, as part of the evaluation process, to provide a presentation, which may include a run through of their proposal submission.

- 11.3. The District further reserves the right to conduct post-selection meetings in order to correct, change or adapt the selected proposal to the wishes of the selection committee.
- 11.4. The successful proposer may be required to enter into a written contract, in a form approved by the District Solicitor.
- 11.5. The lowest or any proposal will not necessarily be accepted.

12.0 Enquiries

- 12.1. Any enquiries regarding this Request for Proposal must be directed to Steve Epp, Assistant Treasurer at (250) 544-4204
- 12.2. All questions should be submitted, in writing via fax no. (250) 652-0135, or email to steve.epp@csaanich.ca at least five (5) days prior to the closing time and date.
- 12.3. Any verbal representations, promises, statements or advice made by employees of the District should not be relied upon.

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TERMS OF REFERENCE

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INTRODUCTION

The Corporation of the District of Central Saanich is requesting proposals from Financial Institutions, with branches located in the Capital Regional District, that are interested in providing the District with banking services. As the District is committed to providing quality customer service, we will be looking to our financial institution for a similar level of customer service.

BACKGROUND

Since the early 1990's, the CIBC has been providing the District with banking services. The District has decided to issue a call for proposals to ensure value-for-money for the taxpayers.

DESCRIPTION OF THE DISTRICT'S BASIC REQUIREMENTS

The following information is provided in order for you to clearly understand the District's basic requirements:

1. Typical annual volumes
 - Cheques written (including payroll) – 3,500 to 5,000
 - Deposits – 150 to 200 (cash value about \$25M mostly in cheques)
 - Returned cheques – 30 to 50
2. Bank accounts – Other accounts may be required in the future.
 - General (for all cheques and deposits)
 - Payroll
 - Revenue (for customer bill payments made via online banking)
 - Debit Card
3. Bank statements - Produced on a monthly cycle, with cheques returned numerically sorted.
4. Overdraft protection - In spite of the District's best efforts to avoid overdrafts, our accounts will, on rare occasions, go into a negative cash balance. Accordingly, the District requires overdraft protection on all accounts. (in determining an overdraft, our cash balance should be the net total of all bank accounts)
5. Change orders – Provide the District with small denomination bills and coins as needed for cash floats.
6. Direct Deposit for payroll - Every two weeks there are approximately 120 direct deposits payroll transactions (cash value is approx. \$150,000).
7. Online banking – Required features for web-based online banking.

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- View account balances and transactions
 - Transfer funds between accounts
 - Online bill payments
 - Online payroll tax payment (i.e. CRA)
 - Upload EFT data for direct deposit payroll and pre-authorized payments.
8. Debit Cards payments – The ability to accept payments by Debit Card.
 9. Corporate Credit Cards – For managers and Council members. (about fifteen cards in total)
 10. Customer Bill Payment data download - Presently, District customers can pay property taxes and utility bills at their Financial Institution or through telephone/online banking. The CIBC acts as our 'lead bank' for paper bill payments. For telephone/online banking District gets a listing of payments from each Financial Institution by fax. The District would like to consolidate all customer bill payments from all Financial Institutions with the Contractor and download payment data electronically.
 11. Pre-authorized Payments - For customer payment of property taxes and utility bills.
 12. Software Compatibility – Compatibility with the District's financial software (Vadim iCity) is preferred.

FUTURE SERVICES

The following is a list of services that the District may want in the future. Proposers should provide information about these services including costs.

1. Credit Card payments – the ability to accept payments by Credit Card.
2. Purchasing cards – for staff to make miscellaneous purchases.
3. EFT – to pay suppliers and make investments

EVALUATION CRITERIA

The following items should be included in your proposal submission and will be used as the basis for the evaluation:

1. Cover letter including an executive summary of your proposal.
2. Location of the branch of your financial institution and the name of the District's contact person. The District may give preference to branches that are located in Central Saanich and/or branches that are geographically closer to the Hall (located at 1903 Mount Newton Cross Road, Saanichton, BC V8M 2A9).

3. Examples and/or references from other municipal clients where the proposer has supplied a similar banking service, if any.
4. A detailed description of how you propose to carry out each of the requirements listed under "Description of the District's Basic Requirements" section.
5. A detailed description of any additional services your financial institution can provide and any cost implications. The District is always looking for ways to improve customer service and administrative efficiency. Proposers are encouraged to suggest value-added services to help the District achieve these goals
6. Costs:
 - Annual Service Fee, if any
 - Miscellaneous costs including, but not limited to, the following:
 - ✓ NSF cheques
 - ✓ Payroll Direct Deposit
 - ✓ Wire transfer
 - ✓ Pre-authorized payments (for our tax and utility customers)
 - ✓ Telephone/Web payments (electronic data transfer from bank to the District)
 - ✓ Access to business banking
 - ✓ Inter-account transfers
 - ✓ Canada Savings Bonds
 - ✓ Coin rolling
 - ✓ Monthly bank statements
 - ✓ Deposit charges
 - ✓ Cheque clearing
 - ✓ Processing of post-dated cheques
 - ✓ Processing of stop-payments
 - ✓ Overdraft fees and interest
 - ✓ Investment support
7. Customer Service – The District is looking for a financial institution that provides premium customer service. From enquiries, to troubleshooting, to problem-solving, etc., please describe how your institution plans on providing customer service and your anticipated response times.