



CORPORATION OF THE CITY OF PRINCE RUPERT

REQUEST FOR PROPOSALS

BANKING SERVICES

ISSUED: August 01, 2012



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SECTION ONE: INTRODUCTION

1.01 OVERVIEW

This Request For Proposal (“RFP”) identifies a business opportunity for the successful Proponent(s) to be the City’s lead financial institution providing the City with all core banking services; including but not limited to:

- Issuing corporate credit or debit card services to designated City employees;
- Accepting pre-authorized payments into the City’s bank account;
- Accepting on-line banking payments into the City’s bank account;
- Providing and Electronic Fund Transfer for Payroll; and;
- Providing other banking services including Electronic Fund Transfer (EFT) for vendors.

Qualified and experienced Proponents are invited to submit Proposals. The City will consider Proposals that meet all of the Requirements. The successful Proponent will be the Proponent who offers the best value, which will be assessed as a combination of pricing, scope and level of services offered and proposed service enhancements.

Key dates to be noted are:

Event	Dates
Distribution of RFP documents	August 01, 2012
Deadline for Response Notification Form	August 17, 2012
Deadline for Enquiries	September 21, 2012
RFP Closing	September 28, 2012
Estimated Award	November 30, 2012
Contract Start Date	February 01, 2013

1.02 BACKGROUND

The Corporation of the City of Prince Rupert (City of Prince Rupert) covers approximately 87.23 square kilometers, and provides services to more than 13,000 residents. Our annual capital and operating budget for 2012 is in excess of 35.77 Million Dollars. The City employs approximately 200 people and is committed to seeking out new and enhanced technology to keep it on the leading edge of providing cost effective and quality based services.

Commercial Imperial Bank of Canada (CIBC) is the City’s current lead financial institution providing core banking services to the City of Prince Rupert.

1.03 SCOPE

The City of Prince Rupert requires a range of banking services to support its operations. Through this RFP the City is seeking a corporate financial institution to provide the City with these financial services. Proponents who wish to become the City’s corporate financial institution should submit a Proposal for all



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the services described in **Section Four**. Proponents are encouraged to address all the requirements laid out in Section Four.

The **categories** of services being sought in this RFP are:

- Core banking services;
- Corporate credit or debit cards;
- Pre-authorized and on-line payments into the City's account;
- Electronic Fund Transfer for Payroll, Accounts Payable & Accounts Receivable; and;
- Various other financial services normally expected, including but not limited to verifications, stop payments, tracking certified cheques and deposit of US funds.

1.04 OBJECTIVES OF THE REQUEST FOR PROPOSAL

The objectives of this RFP are to:

- Ensure the City is receiving competitive pricing for banking services;
- Ensure that the City is receiving high quality banking services; and;
- Enhance and improve the efficiency of City processes wherever possible, especially in areas where current technologies can be applied.

Responses to this call for proposal should address each of the service requirements specified within. Your response should include an executive summary, a statement of understanding and commentary indicating how you propose to handle each requirement, including related remuneration expected. The proposal process is also designed to allow the banking institution to communicate new and innovative methods of providing value added commercial oriented services. This process also gives you the opportunity to offer alternative methods of servicing our banking needs and to communicate current and future technology that will assist us in reducing the administrative process and cost.



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SECTION TWO: INSTRUCTIONS TO PROPONENTS

2.01 ADMINISTRATIVE REQUIREMENTS

Included with the RFP document is a form, Appendix A, which you are asked to fill out and email to Christine Yew. This confirmation form will ensure that interested financial institutions will receive addendums to the RFP and any subsequent information such as our response to questions that may clarify sections of the RFP. It will also act as confirmation to us that you received the RFP document and provide you with a simple process to indicate to us if you are not interested in responding to the RFP call.

2.02 CONDUCT OF RFP – INQUIRIES AND CLARIFICATIONS

The City's Finance Manager, Christine Yew, will have conduct of this RFP, and all communications are to only be directed to her.

2.03 CLOSING TIME AND DATE

RFPs will be received at the Reception Desk of the City of Prince Rupert located at 424-3rd Avenue West, Prince Rupert, BC, V8J 1L7, up **to 4.30 p.m., local time, Friday September 28, 2012**, and addressed to Mrs. Christine Yew. All proposals are to be submitted in a sealed envelope with the financial institution's name, address and RFP BANKING SERVICES clearly marked on the outside of the envelope. The clock at the City Hall's Reception Desk shall be the official clock for receiving proposals on time. Proposals received after the closing time and date will be returned unopened, courier collect.

2.04 ACCEPTANCE OF PROPOSALS

All proposals received shall remain valid and open for acceptance for a period of one hundred and fifty **(150) days** from the closing date.

The City of Prince Rupert unequivocally may accept or reject any or all proposals, waive informalities and make corrections in any and all proposals, and not award a contract at all (including the lowest proposal or best ranked proposal) without giving any reason for doing so. In the event that no contract is awarded, all financial institutions who submitted proposals shall be notified and the City of Prince Rupert shall have no liability to any financial institution. The City of Prince Rupert unequivocally may negotiate or otherwise deal with any one or all financial institutions, to issue addenda altering the RFP and to decline to conclude a contract with any one or all financial institutions without liability to anyone.

2.05 DISCLAIMER OF INFORMATION

The City of Prince Rupert expressly disclaims any responsibility or liability to anyone, including the financial institution, in connection with, and does not represent or warrant as to the accuracy or completeness of any information, errors, omissions, misstatements, or negligence in any such information contained in this document or any addenda or written communications released in connection with this RFP call. Verbal answers are not binding unless confirmed by written addenda which are specifically referenced and identified in the proposal. No verbal agreement or conversation made or had at any time with any employee of the City of Prince Rupert or any oral representation by any employee of the City of Prince Rupert shall add to, detract from, affect or modify the terms of the proposal document or the contract. Financial institutions may not make verbal inquiries to City of Prince Rupert employees.



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2.06 INTERPRETATION OF DOCUMENTS

Each financial institution must promptly report, in writing, any discrepancy, deficiency, ambiguity, error, inconsistency, or omission contained therein. Any such request must be submitted to the City of Prince Rupert in writing **by 4.30pm Friday, September 21, 2012**, and addressed to:

Christine Yew, Finance Manager
City of Prince Rupert
424-3rd Avenue West, Prince Rupert BC, V8J 1L8
Email: christine.yew@princerupert.ca

2.07 ADDENDA

Written addenda and minutes of meetings are the only means of varying, clarifying or otherwise changing any of the information contained in the document. The City of Prince Rupert reserves the right to issue an addenda and minutes of meetings up to the closing time for receipt of proposals. The proposal due date may be changed by the City of Prince Rupert, by an addendum, if in its opinion more time is necessary to enable the financial institutions to prepare their proposals. All financial institutions must acknowledge receipt of all addenda and minutes of meetings upon receipt of such, by emailing back the acknowledgement form that will accompany the addenda and/or minutes.

2.08 PROPOSAL AMENDMENT OR WITHDRAWAL

Proponent is entitled to amend its proposal at any time before the deadline for submission of proposals. Amendments must be received by the closing date and time as set out above.

A proposal to withdraw from the RFP by the financial institution will be honoured prior to the closing date and time for receipt of proposals. The request to withdraw a proposal may only be made by means of a written request signed by the same individual(s) who authorized and signed the submitted proposal.

2.09 INCOMPLETE PROPOSALS

The City of Prince Rupert reserves the right to reject or accept any proposal whether or not completed properly and whether or not it contains all the required information. Without prejudice to this right, the City of Prince Rupert may request clarification where, in the sole opinion of the City of Prince Rupert, the financial institution's intent is unclear.

2.10 AWARD PROCESS

The award, if any, shall be based on the selection criteria stated in Section Four. The City of Prince Rupert reserves the right to negotiate changes to the preferred financial institution's proposal and any agreement entered into with the preferred financial institution.

If an agreement is not successfully executed with the preferred financial institution, the City of Prince Rupert may, at its sole discretion and at any time, disqualify the financial institution and commence negotiations with the second best financial institution's submission. This process will continue until a successful agreement has been reached with one of the financial institutions who submitted a proposal or until the City of Prince Rupert cancels the RFP call. Award, if any, shall be by resolution of the City Council.

2.11 TERMINATION OF AGREEMENT



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Any agreement entered into may be terminated by either party with three (3) months' written notice to the other party. Termination by the successful financial institution, in the opinion of the City of Prince Rupert, without just cause or reason, shall eliminate that financial institution from bidding on subsequent work for the City of Prince Rupert for a period of time determined by the City of Prince Rupert.

2.12 COMPENSATION

All service charges outlined in the returned proposal must be clearly identified by the financial institution. Where no service charge is identified for a listed service, it shall be deemed to be compensated elsewhere in the proposal.

2.13 OWNERSHIP OF PROPOSALS & FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

All documents submitted to the City of Prince Rupert become the property of the City of Prince Rupert and, as such, financial institutions are advised that parts or all of their proposals may be subject to the provisions of British Columbia's Freedom of Information and Protection of Privacy Act. Financial institutions who wish to ensure particular parts of their proposals are protected from disclosure under this act should specifically identify any information or records provided with their proposals that constitute trade secrets, that are supplied in confidence and the release of which could significantly harm their competitive position. Information which does not meet all three of the foregoing categories may be subject to disclosure to third parties.

2.14 CONFIDENTIALITY & RFP DOCUMENT USE

This RFP, addenda and communications issued by the City of Prince Rupert related to this RFP call, may not be used for any other purpose other than the submission of proposals. Information pertaining to the City of Prince Rupert obtained by the financial institutions as a result of participation in the process is confidential and must not be disclosed without first obtaining written permission from the City of Prince Rupert.

2.15 CURRENCY

Prices quoted shall be in Canadian Dollars and shall not change for the term of the contract.

2.16 LOCAL BRANCH AND MAIN BRANCH OF FINANCIAL INSTITUTION

The City of Prince Rupert anticipates that financial institutions who return proposals will offer services from a local branch. Proposals submitted must clearly indicate location, hours of service, interest cut-off times, telephone and on-line service policies.



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2.17 CONTRACT TERM

In the event that the City of Prince Rupert awards a contract, the term shall be for a three (3) year period starting from the commencement date of the banking services with the City of Prince Rupert, with the option to extend by mutual agreement, for two (2) additional two (2) year periods.

2.18 REFERENCES

A list of three (3) local government clients of similar size for whom you serve as their main banker is required. The reference shall include a contact name, title, phone number, and a brief description of what was achieved.

2.19 APPLICABLE LAW

The City of Prince Rupert and the successful financial institution agree that the contract formed is to be interpreted in accordance with and governed by the law in force in the province of British Columbia and the financial institution irrevocably submits to the exclusive jurisdiction of the courts of British Columbia.

2.20 TRANSFER OF ACCOUNTS

The preliminary date for the transfer of accounts and full implementation is to be February 1, 2013. There will be a changeover cost to the City of Prince Rupert in the form of staff time and new forms to transfer accounts. It is expected that the successful financial institution, in offering a comprehensive line of service, will provide resources to assist with the changeover. Please outline in your proposal, what services you are prepared to offer and at what cost to the City, if any. Also, advise if your financial institution has any policies regarding compensation for unusable cheques and forms stock.

2.21 CLIENT INTERACTION

The successful financial institution may be required to meet with the City of Prince Rupert's Finance Committee and/or senior staff throughout the contract term to discuss a variety of issues such as, how the banking industry is evolving in the new economy and how it affects municipal government. The successful financial institution may be required to make formal and informal presentations as required. Costs associated with providing this service shall be considered included in the overall price, unless stated in the proposal as a separate item, attracting a separate unit cost.

2.22 PAYMENT OF SERVICES

Payment for services shall be charged to the City of Prince Rupert's General Account by the successful financial institution on a monthly basis listing by types and location of charges.

2.23 ADVANCED TECHNOLOGY

Financial institutions shall provide a statement on their commitment to future service enhancements and technology. State your strategies for Electronic and Internet Commerce. Outline the technical environment in which all services that utilize advanced technology will be provided. Include the details of any hardware and software that the City of Prince Rupert will be required to implement in order to take advantage of these services.



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2.24 TIME SCHEDULE

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2.25 SIGNED PROPOSAL

A signed proposal must include Appendix B and Pricing Tables A, B, C, & D.



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SECTION THREE: GENERAL TERMS AND CONDITIONS

3.01 FURTHER TERMS & CONDITIONS

This RFP should not be construed as a contract to purchase goods or services or to enter into any other contractual arrangement. This RFP is not an invitation to tender or an invitation to bid, it is a request for submission of proposals on the terms and conditions described in these RFP documents and will not necessarily give rise to a “bid contract”.

The City will not be obligated in any manner to any Proposer whatsoever until a written agreement has been duly executed by authorized City of Prince Rupert personnel, relating to any approved proposal. However, proposals should be as detailed and complete as possible to facilitate the formation of a contract based on a proposal or proposals that are pursued.

The City reserves the right in the case of insufficient responses, in the sole opinion of the City, to cancel the Invitation for RFP, and re-solicit for better response, with or without any change being made to the Invitation package.

3.02 NEGOTIATION WITH PREFERRED PROPONENT

If the City selects a Preferred Proponent, the City may enter into negotiations with the Preferred Proponent in an attempt to settle one or more agreements necessary to implement the work. If the City considers that it is unlikely to settle such agreements with the Preferred Proponent despite having negotiated at least 20 days after selection, the City is entitled to cease negotiations with the Preferred Proponent and to begin negotiations with another Proponent.

3.03 EVALUATION PROCESS

The proposals submitted in response to this RFP will be evaluated by a team of 2 -3 staff members. Proposals will be evaluated on the basis of the criteria described in Section 5. These criteria may be changed without notice to the proponents.

In addition to the RFP requirements, The City encourages proponents to respond with innovative and creative submissions.

3.04 RIGHT TO CANCEL RFP AND TO ACCEPT PROPOSALS

The City is entitled to cancel this RFP at any time by addendum without liability for any loss, damage, cost or expense incurred or suffered by any Proponent as a result of the cancellation.

By submitting its proposal to the City, each proponent represents and warrants to the City that the information in its proposal is accurate and complete.

This RFP does not impose on the City any duty of fairness or natural justice to any or all respondents with respect to this RFP or the process it creates.

In considering any delivered response to this RFP, the City reserves the absolute and unfettered discretion and right to:

- Accept or reject any proposal that fails to comply with the requirements set out in this RFP for the content of proposals;



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- Assess proposals as it sees fit, without in any way being obliged to select any proposal or proponents;
- Assess and select proposals as it sees fit without being obliged in any way to select the proposal that offers the lowest price or cost;
- Acquire clarification after the dates and times set out above from any one or more of the proponents in respect of proposals submitted;
- Communicate with, meet with or negotiate with any one or more of the Proponents respecting their proposals or any aspects of the project;
- Reject any or all proposals with or without cause, whether according to the selection criteria set out above or otherwise; and;
- Act in its sole, absolute and unfettered discretion.

3.05 PROPOSERS' EXPENSES

Each Proponent is solely responsible for the risk and cost of preparing and submitting its proposal and subsequent negotiations with the City. Neither the City nor its officials, employees, agents are liable for the cost of doing so nor obliged to remunerate or reimburse any Proponent for that cost.

3.06 CONFIDENTIALITY OF PROPOSALS

The City is subject to the Freedom of Information and Protection of Privacy Act. That Act creates a right of access to records in the custody or under the control of the City, subject to the specific exceptions in that right set out in the Act. The City will receive all proposals submitted in response to this RFP in confidence, including for the purposes of s.21 of that Act. Because of the right of access to information created by that Act, the City does not guarantee that information contained in any proposal will remain confidential if a request for access in respect of any proposal is made under the Act.

Proponent must keep proposals confidential and must not disclose their proposals, or information contained in them, to anyone else without prior written consent from the City.

3.07 NO COLLUSION

Proponents must not communicate, directly or indirectly, with any other Proponents (including through any employees, agents or contractors) regarding the preparation, content or submission of this proposal. Each proposal must be submitted without any collusion, or knowledge, in the preparation of or about any other proposal. Submission of a proposal to the City is deemed to be a representation and warranty by the Proponent submitting that proposal that it has complied with the requirements of this paragraph. If the City determines that a Proponent has violated this paragraph, the City is entitled to disqualify that Proponent and to reject its proposal as being invalid.

3.08 WAIVER AND ALLOCATION OF RISK

The City accepts no responsibility or liability for the accuracy or completeness of this RFP (including any schedules or appendices to it) or of any recorded or oral information communicated or made available for inspection by the City (including through the City's representative or any other individual) and no representation or warranty, either express or implied, is made or given by the City with respect to the accuracy or completeness of any of those things. The sole risk, responsibility and liability connected with reliance by any Proponent or any other person on this RFP or any such information as is described in this paragraph is solely that of each Proponent. Each Proponent acknowledges and agrees that it is solely



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responsible for obtaining its own independent financial, legal, accounting, and other advice with respect to the contents of this RFP or any such information as is described in this paragraph. Each Proponent who submits a proposal to the City is deemed to have released the City from, and waived, any action, cause of action, claim, liability, demand, loss, damage, cost or expense, of every kind, in any way connected with or arising out of the contents of this RFP or any such information as is described in this paragraph. Each Proponent who submits a proposal is deemed to have agreed that it is solely responsible and liable to ensure that it has obtained and considered all information necessary to enable it to understand the requirements of this RFP, and to prepare and submit its proposal.

3.09 GOVERNING LAW

This RFP and any contract entered into between the Proposer and The City will be governed by and be in accordance with the laws of the Province of British Columbia.

3.10 DEFINITION OF CONTRACT

The City may, at its option, notify a Proposer in writing that its proposal has been accepted and such acceptance shall, at The City's option, constitute the making of a formal contract for the services as set out in the proposal. Alternatively, the subsequent full execution of a written contract shall constitute the making of a contract for service, and no Proposer shall acquire any legal or equitable rights or privileges whatever relative to the services until The City has delivered either a signed notice in writing to the Proposer or a fully executed written agreement to the Proposer.

3.11 ACCEPTANCE OF TERMS

All the terms and conditions of this RFP are deemed to be accepted by the Proposer and incorporated in its proposal, except those conditions and provisions which are expressly excluded by the proposal.



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SECTION FOUR: SUPPORTING INFORMATION

4.01 CORE FINANCIAL SERVICE REQUIREMENTS

The services described in this section are the City's core financial service requirements, to be provided by the City's corporate financial institution.

4.02 ACCOUNT STRUCTURE

The City currently has approximately four (4) accounts, of varying sizes, transaction volumes and functions. These include one regular operating account, one US\$ account and two stand-alone accounts for special arrangements such as trust funds.

For financial purposes, the City's accounts are consolidated into one net position. The City expects to earn interest on the combined net cash balances of its accounts. Details regarding the number of and types of specific accounts may be discussed with the Proponent(s) for the corporate financial services role.

The general operating account also has a \$1,000,000.00 line of credit.

The City will from time to time make transfers in and from the City's investments' account with the Municipal Finance Authority (MFA) to the City's general operating account.

Related Questions

- A. Based on the information provided in this RFP, indicate how you would approach the establishment and management of the City's account structure.
- B. Indicate the branch at which the City's main accounts will be located.
- C. In TABLE A please provide Rate of interest based on Bank's Prime Interest Rate, payable on balances of all Canadian dollar accounts;
- D. Provide information with respect to:
 - Your proposed transition plan for transferring core financial services;
 - The resources that you would dedicate to the transition;
 - The resources that the City would need to provide;
 - Any technical and/or systems issues that would have to be resolved; and;
 - Transition timing and cost guarantees being offered (e.g., can you contractually guarantee that the City will not bear any of the transition costs?).
- E. Identify all associated costs that you anticipate the City would incur associated with the implementation and/or ongoing management of these services, but which are not included in the pricing set out in TABLE A. These are costs that the City would incur but would not be payable to the Preferred Proponent.

4.03 CASH & CHEQUE DEPOSIT-RELATED REQUIREMENTS

The City accepts payments for a variety of fees charges and levies, these deposits are delivered by the City to the financial institution. The City requires the following deposit-related services from its corporate financial institution:



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- Same-day credit for deposits made from all City of Prince Rupert locations to the Branch during banking hours;
- Deposit bags supplied by the financial institution;
- Prompt investigation of missing deposits, and backdating of associated lost interest;
- Prompt response to tracing requests regarding NSF cheques and charge backs; and;
- Assumption of responsibility for validity of the cheque body, figure, date and signature.

Related Questions

- A. Indicate whether you can meet or exceed the requirements listed in this section, and describe how this will be achieved.
- B. Indicate what arrangements you would require for receiving the deposits described above from the City.
- C. Detail your procedures, timelines and service level/response time commitments for investigating missing or unidentified deposits, NSF cheques and charge backs.
- D. Identify all associated costs that you anticipate the City would incur associated with the implementation and/or ongoing management of these services, but which are not included in the pricing set out in Appendix one. These are costs that the City would incur but would not be payable to the Preferred Proponent.

4.04 PAYMENT-RELATED REQUIREMENTS: CHEQUES

Currently, the City issues and magnetically encodes over 4,200 cheques annually and requires the following related services from its corporate financial institution:

- Online access to all accounts. Cheques appearing on the statement will display the encoded cheque number;
- On a monthly basis, the return of all City-issued cheques that have been cleared. Cleared cheques must be sorted sequentially by cheque number;
- The ability to implement stop-payments electronically from a City workstation, and to report these stop-payments to the City. In its reporting to the City, the successful Proponent should be able to provide the date and time of each stop-payment;
- Assumption of responsibility for validity of the cheque body, figure, date and signature;
- Investigation and return of any counterfeit or altered cheques; and;
- Provision of certified cheques, Canadian and foreign currency drafts.

Related Questions

- A. Indicate whether you can meet or exceed the requirements listed in this section, and describe how these requirements will be met.
- B. Indicate your service level/response time commitments for processing stop-payment requests made by the City.
- C. Identify all associated costs that you anticipate the City would incur associated with the implementation and/or ongoing management of these services, but which are not included in the pricing set out in Appendix one. These are costs that the City would incur but would not be payable to the Preferred Proponent.
- D. Indicate your preference for the encoding of cheques; currently the city encodes the cheque number, financial institution number and account information. The cheque amount is left for the financial institution to encode.



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4.05 ELECTRONIC PAYMENTS TO EMPLOYEES & VENDORS

The City disburses its payroll through a direct deposit process to employee bank accounts. On a weekly basis the City provides an electronic file containing all relevant payee information.

The City also does online payments on the following websites: Manulife Financial, Municipal Pension and Canada Savings Bond.

The City does not currently remit payments to vendors by electronic transfer. At present, payment by way of EFT is being explored by the City, and there is an interest in expanding the use of electronic payments for our Accounts Payable.

If possible, please also quote your fees for EFT to vendors with the assumption of transmitting one EFT payment file per week with an average of twenty (20) payments per file.

Related Questions

- A. Detail the electronic payment solutions that you would make available to the City, and provide the following information related to electronic payment options:
- Outline the resources that you would provide to the City to assist with implementation;
 - Identify any technical issues that might be obstacles to provision of the options;
 - Discuss your proposed transition plan for transferring these services;
 - Detail your service level/response time commitments for providing the City confirmation of received and processed files;
 - Detail your service level/response time commitments for making next-day or preferably same-day payments; and;
 - Detail your proposed process and your service level/response time commitments for performing recalls and traces of electronic payments made by the City.
- B. Provide the following information related to payroll direct deposit services:
- Detail the process for payroll direct deposit that you would make available to the City;
 - Indicate specifically whether payroll direct deposits can be made directly to employee bank accounts regardless of which financial institution these accounts are located;
 - Identify any technical issues that might be obstacles to provision of the service;
 - Outline the resources that you would make available to the City to assist with implementation;
 - Detail your service level/response time commitments for providing the City confirmation of received and processed files;
 - Detail your service level/response time commitments for making next-day or preferably same-day payments; and;
 - Detail your proposed process and your service level/response time commitments for performing recalls and traces of electronic payments made by the City.
- C. Identify all associated costs that you anticipate the City would incur associated with the implementation and/or ongoing management of these services, but which are not included in the pricing set out in Appendix one. These are costs that the City would incur but would not be payable to the Preferred Proponent.

4.06 PRE-AUTHORIZED PAYMENTS FROM CUSTOMERS AND REFUNDS TO CUSTOMERS



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The City has developed a pre-authorized payment program for its property tax and utility payment programs. The City takes full responsibility for enrolling customers in these programs, and for their administration. Periodic pre-authorized payments are processed by the City through an electronic “pull” file delivered from the City’s billing systems to the financial institution. The institution validates the file, advises the City of any errors for correction, and then collects the funds and deposits them into the appropriate City accounts. Canadian Payment Association formats and rules apply to these transactions. The City requires full reporting of the processing results in an electronic format suitable for data manipulation. Confirmation of pull file requests and electronic deposit transactions are required on a same day basis. Detailed payment information relating to NSF payments will be available on line within four working days. However, refunds for overpayment of taxes are still processed with cheques.

Related Questions

- A. Provide the following information related to pre-authorized payment processing:
- Indicate whether you can meet or exceed the requirements listed in this section;
 - describe how this will be achieved and your service level/response time commitments related to these services;
 - Outline resources that you would make available to the City to assist with implementation;
 - Identify any technical issues that might become obstacles to provision of the service; and;
 - Transition timing and cost guarantees being offered (e.g., can you contractually guarantee that the City will not bear any of the transition costs?).
- B. Discuss your proposed transition plan from the current system of the City’s pre-authorized payment processing to the service you are recommending.
- C. Identify all associated costs that you anticipate the City would incur associated with the implementation and/or ongoing management of these services, but which are not included in the pricing set out in Appendix one. These are costs that the City would incur but would not be payable to the Preferred Proponent.

4.07 TRANSACTION REPORTING AND DOCUMENTATION

The City requires fully secured, real-time, online access to its accounts for reporting and transactional purposes. This service will be used by approximately four (4) designated City staff, with two levels of authority, and should be available twenty-four (24) hours a day.

In addition, for each of the City’s accounts, a paper transaction statement and any relevant supporting documentation is required within five (5) working days of month-end. A list of the desired statement frequency for each City account (daily, weekly or monthly) will be provided to the successful Proponent. The successful Proponent should provide the City with copies of statements where identified, and copies of debit and credit memoranda within two (2) working days of a request being made.

Related Questions

- A. Provide the following information related to reporting and documentation:
- Indicate your ability and your service level/response time commitments to meet or exceed the requirements listed in this section;
 - Include a description of the functionality available through your online services;
 - Provide a demonstration of your online system functionality, if requested by the City as part of the evaluation process; and;



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- Transition timing and cost guarantees being offered (e.g., can you contractually guarantee that the City will not bear any of the transition costs?).
- B. Identify the security standards and procedures that will be used to ensure the protection of confidential and sensitive City data.
- C. Identify all associated costs that you anticipate the City would incur associated with the implementation and/or ongoing management of these services, but which are not included in the pricing set out in Appendix one. These are costs that the City would incur but would not be payable to the Preferred Proponent.

4.08 TRANSACTION INFORMATION TRACKING

Currently over 3,000 debits and credits pass through the City's accounts monthly. The Proponent is to propose how it would develop solutions with the City to best identify and label each transaction so as to facilitate corporate accounting and record keeping. This is particularly important for credits to City accounts.

Related Questions

- A. Provide the following information related to transaction information tracking:
- Indicate your ability and your service level/response time commitments to meet or exceed the requirements listed in this section; and;
 - Describe the processes and/or systems that you will put in place to provide timely service to the City, and your service level/response time commitments associated with these services.
- B. Identify all associated costs that you anticipate the City would incur associated with the implementation and/or ongoing management of these services, but which are not included in the pricing set out in Appendix one. These are costs that the City would incur but would not be payable to the Preferred Proponent.

4.09 LINE OF CREDIT

The City currently has a \$1,000,000 line of credit with the incumbent bank.

Related Questions

- A. Provide the following information related to the provision of a line of credit:
- Indicate your ability to meet or exceed the requirements listed in this section; and;
 - Include in Appendix one interest rates and any other charges associated with the provision of a line of credit.
- B. Identify all associated costs that you anticipate the City would incur associated with the implementation and/or ongoing management of these services, but which are not included in the pricing set out in Appendix one. These are costs that the City would incur but would not be payable to the Preferred Proponent.



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4.10 CORPORATE CREDIT OR DEBIT CARDS

In this section, the City is seeking Proposals for corporate credit card or debit card services. It is noted that the services in this section may be considered separately, if necessary. However, proponents submitting Proposals for the core financial services should note that in evaluating the Proposals, consideration will be given to the overall breadth and integration of services offered.

The City currently provides corporate credit cards to twelve management staff for official business purchases.

4.11 ONLINE BILL PAYMENT

In this section, the City is set up to receive online bill payments from customers of chartered banks, HSBC & the Northern Savings Credit Union. The City encourages Proponents submitting Proposals for the core financial services must include online bill payment in their Proposals, and notes that in evaluating the Proposals, consideration will be given to the overall breadth and integration of services offered.

Related Questions

- A. Discuss services you can offer the City related to the online payment of bills, including associated service level and response time commitments.
- B. Identify all associated costs that you anticipate the City would incur associated with the implementation and/or ongoing management of these services, but which are not included in the pricing set out in Appendix one. These are costs that the City would incur but would not be payable to the Preferred Proponent.

4.12 OTHER ENHANCEMENTS TO BUSINESS PRACTICES AND CUSTOMER SERVICE

The City encourages Proponents to provide information about the service areas listed in this Section.

The City is interested in having Proponents identify any other services or opportunities that are not addressed in other sections of this RFP, which could enhance the City's business practices and/or customer service levels.

Related Questions

- A. Describe any financial services you could offer that would help the City improve its business practices, for example in the areas of cheque production, billing, collection and payment processing systems.
- B. Describe any smart card or cash card program you could offer the City.
- C. Identify all associated costs that you anticipate the City would incur associated with the implementation and/or ongoing management of these services, but which are not included in the pricing set out in Appendix one. These are costs that the City would incur but would not be payable to the Preferred Proponent.



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SECTION FIVE: SELECTION CRITERIA & EVALUATION PROCESS

5.01 EVALUATION OF PROPOSALS

Proposals will be evaluated on the basis of the overall best value to the City based on quality, service, price and any other relevant criteria, whether or not expressly set out, including but not limited to:

- Ability to meet the Requirements;
- Ability to deliver the Requirements when and where required;
- Financial offer including but not limited to prices, operating and maintenance costs;
- Business and technical reputation and capabilities; experience and where applicable, the experience of its personnel; financial stability; track record; and references of current and former customers;
- Equipment quality, configuration, age and condition, if applicable;
- Quality of submission;
- Transitional requirements;
- Any other criteria set out in the RFP or otherwise reasonably considered relevant; and;
- Innovative and/or alternative pricing solutions.

5.02 LOCAL REPRESENTATION

The financial institution must have local representation through an established local branch that can provide support during normal banking hours. Account management and financial benefits should accrue to the local branch. Any change to account representation must be made only with the express consent of the City of Prince Rupert. Local is defined as being within close proximity to the City of Prince Rupert office, within the boundaries of the City of Prince Rupert.

5.03 MANAGEMENT APPLICATIONS

Proposals that satisfy the mandatory requirements will then be evaluated on the merits of their solutions to their proposed management of the City of Prince Rupert's banking requirements. The maximum possible score in this analysis will be 55 points and each area of the analysis is discussed in more detail below.

5.03.1 INNOVATIVE SERVICE TECHNIQUES (10 POINTS)

Financial institutions shall provide a statement on innovative methods of servicing the City of Prince Rupert's accounts. Points will only be awarded in this section for proposals that exceed the current level of service presently provided by the incumbent. The innovative service must be accepted by the City of Prince Rupert as being feasible or useful to our needs in order to receive any points.

5.03.2 ADVANCED TECHNOLOGY (10 POINTS)

Financial institutions shall provide a statement on their commitment to future service enhancements and technology. State your strategies for Electronic Commerce and Internet Commerce. Outline the technical environment in which all services that utilize advanced technology will be provided. Include the details of any hardware and software that the City of Prince Rupert will be required to implement in order to take advantage of these services.



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5.03.3 REFERENCES (12 POINTS)

Proposals that submit references from public institutions of similar size and needs and demonstrate that they have streamlined the administrative process for that institution and have provided a service that improved that public institutions position will be as asset. A maximum of three references, complete with contact names, titles of those individuals, phone number, and a brief description on what was achieved would suffice.

5.03.4 STATEMENT OF UNDERSTANDING (5 POINTS)

Financial institution shall submit a statement of understanding with respect to how the City of Prince Rupert is presently doing business, and the type of relationship the financial institution is offering to the City of Prince Rupert.

5.03.5 BASIC SERVICE REQUIREMENTS (13 POINTS)

Financial institutions shall provide a statement on the basic services provided for each of the service requirements identified in Section Four, “Price/Cost Elements”.

5.03.6 ACCOUNT CHANGE OVER ASSISTANCE (5 POINTS)

The preliminary date for the transfer of accounts and full implementation has been set for 60 days. There will be a change over cost to the City of Prince Rupert in the form of staff time and new forms to transfer accounts. It is expected that the successful financial institution, in offering a comprehensive line of service, will provide resources to assist with the changeover. Please outline in your proposal, what services you are prepared to offer and at what cost, if any.

5.04 PRICE/COST ELEMENTS & INTEREST ON ACCOUNTS (45 POINTS)

The proposal with the lowest cost (Guaranteed Maximum Price) will be awarded 100 % of the available 45 points. Higher cost proposals will be awarded fewer points based on a mathematical formula. By way of example, a proposal whose cost is ten percent higher than the lowest cost proposal will receive twenty percent fewer points. Proposals which, in the sole opinion of the City are unreasonably low will be discarded. The Financial institution may develop their own fee structure as long as they identify the unit cost for each of the separate services listed below and conclude with a guaranteed maximum total price for the three (3) year term. The cost of additional services not listed in this proposal will be negotiated on an as needed basis when and if the contract is awarded. Services that are no longer required by the City will reduce the cost of the contract by the identified unit cost of that service. A financial institution’s inability to provide any of these basic services may be cause for rejection of their proposal. The City of Prince Rupert feels that a modern Financial Institution should be able to provide the current listed services as a minimum. Please provide this information using format similar to that on pages 22, 23, 24 & 26 “Price/Cost Elements” which is a continuation of this section.

5.05 ALTERNATIVE PRICING OPTIONS

In addition to the format for responses, proponents are encouraged to provide alternative pricing solutions, such as options that would offset service charges and fees, or other such innovative proposals.



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NOTE TO PROPONENTS:
TABLES A, B, C, D, & E MUST BE INCLUDED IN PROPOSAL SUBMISSION

TABLE A – BANK ACCOUNTS

ACCOUNTS	ESTIMATED # MONTHLY BALANCE	Description	INTEREST RATE APPLICABLE (GUARANTEED) FOR THREE (3) YEARS
General Account	\$2,400,000	Will be the city's main operating account. Interest bearing may be an asset	
Line of Credit (Limit Of \$1,000,000)	-	When necessary	
Cemetery Account	\$166,000	Must be interest bearing with few transactions	
Casino Account	\$248,000	Must be interest bearing	
U.S Dollar Account	US\$2,000	Only used when we need to issue US\$ cheques	

Based on 2011 General Ledger balances



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Notes to Proponent:
TABLES A, B, C, D, & E MUST BE INCLUDED IN PROPOSAL SUBMISSION

TABLE B – CURRENT ACCOUNT SERVICES

SERVICES	ESTIMATED MONTHLY VOLUME*	SERVICE PROVIDABLE (Yes/No)	COST PER YEAR (If Any) (GUARANTEED) FOR THREE (3) YEARS
Deposits			
# of Cheques Deposited	709		
# of NSF Cheques	1		
US\$ Currency Deposited	\$17,000		
# of US\$ Currency Deposited	1		
# of OTC deposits (cheques/cash/coins)	151		
Value of Coins Deposited	\$18,400		
Value of Cash Deposited	\$119,000		
Payments			
# of Cheques Issued Debits	350		
# of Stop Payments	1		
Wire Trfs, Drafts & Certified Cheques	Minimal		
Others			
Monthly Account Statements	Required		
Purchase of US Dollars	US\$5,000		
Bank Confirmations	Required		
		SUBTOTAL B: Excluding Taxes)	

* supplied by incumbent institution



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NOTE TO PROPONENTS:
TABLES A, B, C, D, & E MUST BE INCLUDED IN PROPOSAL SUBMISSION

TABLE C – ELECTRONIC BANKING

SERVICES	ESTIMATED MONTHLY VOLUME *	SERVICE PROVIDABLE (Yes/No)	COST PER YEAR (If Any) (GUARANTEED) FOR THREE (3) YEARS
Deposits			
# of Preauthorized & On-line Payments (Property Taxes & Utilities)	663		
# of Electronic Returns	3		
# of Electronic Deposits (same day credit)	83		
Payroll			
Weekly payroll run	52 files per year		
# of payments per file	125		
Other Online Payments			
Electronic payment at Vendors Website	5		
		SUBTOTAL C: (Excluding Taxes)	

*supplied by incumbent institution



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NOTE TO PROPONENTS:

TABLES A, B, C, D, & E MUST BE INCLUDED IN PROPOSAL SUBMISSION

TABLE D – ONLINE BANKING REQUIREMENTS

List of Online Services

City's Bank Accounts

- Ability to view one (1) or more City's bank accounts with the flexibility to view in different formats:
 - Daily
 - Monthly
 - Detail or Summary
 - History
- Ability to transaction search and obtain details on specific transactions.
- Ability to generate reports.
 - Ability to create, modify or delete report templates
 - Ability to customize templates per user
- Ability to transfer funds between bank accounts.
- File Transfer Facility
 - Ability to send and receive files
 - Ability to see history
- Administration and Preferences
 - Different levels of security required as a minimum
 - Administrator level (2 City Managers)
 - User Level (2 users)
 - Administrator level will require the ability to create, add, modify and delete users and another administrator through online banking services.
 - Ability for administrator level to apply different security levels for specific accounts and specific online banking functions to different users.
- Stop Payment



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NOTE TO PROPONENTS:

TABLES A, B, C, D, & E MUST BE INCLUDED IN PROPOSAL SUBMISSION

TABLE E - SUMMARY PRICING TABLE

BANKING SERVICES	COST PER YEAR (GUARANTEED) FOR THREE (3) YEARS
Table A – Bank Accounts	
Table B – Current Accounts	
Table C – Electronic Banking	
SUBTOTAL (before taxes)	



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APPENDIX A – CONFIRMATION FORM

Return this form immediately to:

Christine Yew, Finance manager

Email: christine.yew@princerupert.ca

Subject: RFP FIN 2012- Banking

Deadline for Response Notification form:

August 17, 2012

COMPANY NAME: _____

ADDRESS: _____

PHONE: _____ FAX: _____

E-Mail: _____

CONTACT: _____

SIGNATURE: _____

We have received a copy of the above noted RFP and:

_____ we will be submitting a proposal

_____ we will **not** be submitting a proposal

We prefer to receive further correspondence to the attention of the above noted person by:

_____ Courier Collect (name of courier) _____

_____ Faxed To Above

_____ E-Mailed To Above



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APPENDIX B – PROPOSAL FORM

PROPOSERS NAME: _____

The proponent hereby declares that it has carefully examined the RFP package and has been afforded the opportunity to request clarification of the RFP package through written questions to the City of Prince Rupert. The proponent will provide a comprehensive financial service, including any hardware, software, labour or anything else required to carry out its commitment for the prices stated in the price/cost section of the returned proposal and provide the interest rate as stated in the interest on consolidated accounts section of the returned proposal.

The proponent warrants that this proposal constitutes a firm offer to the City of Prince Rupert which cannot be withdrawn for 150 calendar days from and after the proposal due date or until a written agreement is executed and delivered by the City of Prince Rupert or another proponent, whichever is earlier.

The proponent understands that if its proposal is accepted it must execute an agreement and deliver it to the City of Prince Rupert within seven business days after receipt of the agreement in executable form from the City of Prince Rupert. Enclosed herewith is evidence of good standing of the proponent's corporation, joint venture or partnership and evidence that the person(s) signing this form is/are authorized to bind the proponent (and each member of any joint venture or partnership forming the proponent) to this proposal and to the agreement resulting from this proposal.

The proponent acknowledges receipt, understanding and full consideration of the following addenda to the request for proposals:

Addendum No. _____ Date Received: _____ Addendum No. _____ Date Received: _____

Addendum No. _____ Date Received: _____ Addendum No. _____ Date Received: _____

By: _____ Name: _____
(Signature) (Type or print)

Title: _____ Company: _____

Date: _____

By: _____ Name: _____
(Signature) (Type or print)

Title: _____ Company: _____

Date: _____