



CITY OF CODY
WYOMING

CITY OF CODY
REQUEST FOR PROPOSALS
February 2014

Banking Services

CITY OF CODY
PO BOX 2200
Cody, WY 82414
(307) 527-7511

INTRODUCTION

Invitation to Respond

The City of Cody, Wyoming is soliciting competitive sealed proposals for banking services from full service banks that are Federal or State of Wyoming chartered, and has headquarters, a main office, or full service branch in Cody. Through this Request for Proposal (RFP), the City is seeking to identify financial institutions whose products can most fully meet the multi-faceted needs of the City.

The City of Cody intends to place its comprehensive banking services requirements for competitive proposal within Cody's financial community. The City expects its financial institution(s) to be a leader and an innovator in the development and execution of financial products and services, and requires these services to be of the highest quality.

Both hard copy and electronic versions of this RFP are available. For convenience, the electronic version has fill-in fields on the attachments forms. The City's objective in developing this request is to clearly present the information and require standard formatting of responses thereby eliminating the possibility for confusing or redundant information.

Acknowledgement of RFP and Intent to Respond

Banks intending to submit a response to this RFP must complete and submit *Appendix A: Acknowledgement of RFP and Intent to Respond* no later than the due date specified in the Schedule of RFP Activities. Banks that fail to notify the City of their interest to respond via this form assume complete responsibility in the event that such bank does not receive all related communications prior to submission of their response.

Contact with the City

All communications regarding this RFP must be addressed and submitted in writing to:

**Leslie Brumage, Finance Officer
City of Cody
PO Box 2200
Cody, WY 82414
Leslieb@Cityofcody.com**

No reliance should be placed on information concerning this RFP obtained from any source except as provided herein.

Term of Contract

It is the City's the intent to award an initial three-year agreement for banking services with the option for the City to extend the agreement for three additional 1-year periods. Such extensions shall be authorized by Resolution of the City Council.

Questions About the RFP

Banks have an opportunity to submit written questions prior to the submission deadline. The City will respond as completely as possible to each question. Questions must be received by the City no later than the due date specified in the Schedule of RFP Activities to ensure adequate time for the City to respond, banks to review the answers and to modify the RFP if necessary. Copies of the questions and responses will be available to all banks that have submitted an *Appendix A: Acknowledgement of RFP and Intent to Respond*. The names of banks that submit questions will not be disclosed. Questions must be submitted using the form *Appendix B: Questions Regarding RFP*. Use one form for each question. Appendix B has fill-in sections and must be completed and submitted electronically via email for each question.

Schedule of RFP Activities

The following table presents the planned schedule for major activities associated with the RFP distribution, submission of qualifications, evaluation, and award process. The City reserves the right to change the schedule of activities, including the dates and times. Banks that have submitted an *Appendix A: Acknowledgement of RFP and Intent to Respond* will be notified in writing of any changes to the Schedule of RFP Activities.

Activity	Date
Request for Proposal Release	February 3, 2014
Final Date/Time for Submitting RFP Questions	February 17, 2014 4pm
Final Date/Time for Submitting Proposals	March 3, 2014 4pm
Notification to Banks of Recommendation	March 24, 2014
Recommendation Presented to Council	April 1, 2014
Notification to Banks of Council Award	April 2, 2014
Execution of Contract (no later than)	May 1, 2014
Services to Begin on or About	July 1, 2014

Changes to The RFP

Changes made to the RFP as a result of the response(s) to the questions submitted by prospective banks, or for any other reason, will be distributed in writing via email to each bank that has submitted an *Appendix A: Acknowledgement of RFP and Intent to Respond*.

Attachments to the RFP

The following documents are attachments to this Request for Proposal

Attachments
Schedule A – Balance Summary
Schedule B – Activity Summary
Appendix A – Acknowledgement of RFP and Intent to Respond
Appendix B – Questions Regarding RFP

Part I

General Information

- 1-1 **GENERAL BACKGROUND** This Request for Proposal (RFP) is intended to cover general City operating accounts, banking services, safekeeping requirements, and the overnight investment of surplus cash in bank balances. Investment of longer-term funds may be placed periodically by competitive bids and is separate from this RFP. The City reserves the right to reject all proposals or reject any proposal that does not meet the RFP criteria and requirements or follow the proposal format.
- 1-2 **BANK ACCOUNTS** The City currently utilizes two separate bank accounts to process receipts and payments. It is expected that responding banks will evaluate and make recommendations that will benefit the City with regard to the described account structure.

The City will designate a minimum of 4 signers on each account. The City will also designate certain City employees who are not signers on the account(s) as authorized to obtain information and initiate certain transactions on the City's accounts. The City requires two signatures on all checks it issues. The City uses a combination of electronic and original signatures on checks issued.

See *Schedule A: Balance Summary* for balance trend analysis and *Schedule B: Activity Summary* relating to the above described account types.

The following is a brief explanation of each account.

Payroll and Electronic Banking Account: The City utilizes a separate checking account for all payroll and electronic transactions. Payroll is processed on a bi-weekly basis. Employees may elect to receive payroll checks or have their net pay directly deposited to the bank account(s) of their choice.

Other activity in this account includes incoming ACH transactions and wire transfers for mineral royalties, gas taxes, grants, investments, utility and recreation center membership payments as well as deposits for credit card and online payment receipts. Outgoing ACH payments for payroll taxes & benefits, banking fees and other miscellaneous payments are also processed through this account and are either initiated by the City or are directly deducted by the beneficiary (such as federal employment taxes and merchant card fees).

General Operating Checking Account: This account is used for a variety of financial transactions including (but not limited to) the deposit of court fines, intergovernmental revenues, business license fees, utility payments, and recreation receipts. Electronic debit transactions from this account include periodic transfers to the City's Payroll/Electronic Banking Account and outgoing wire transfers. City

employees currently prepare daily deposits for each business day. Duplicate deposit slips accompany all deposits, one of which is returned to the City with the transaction receipt.

Part II

General Conditions

- 2-1 SUBMISSION REQUIREMENTS** To facilitate the evaluation of proposals, an original proposal and two (2) identical copies and required attachments shall be submitted to the Finance Officer. The original shall be clearly marked “original”. The proposal shall be prepared with a straight forward, concise delineation of the bank’s capabilities to satisfy the requirements of this RFP. The City does not regard the submission of a proposal as the establishment of a contract.

Proposals must be received no later than the date and time specified in the Schedule of Activities. Late, incomplete or non-responsive proposals will not be considered. Submit proposals to:

Leslie Brumage, Finance Officer
City of Cody
PO Box 2200
1338 Rumsey Avenue
Cody, WY 82414

The City may request that proposers make an on-site presentation of their proposal at City Hall. If a presentation is requested, proposers will be contacted by the City to schedule the exact date and time of the presentation.

- 2-2 DELIVERY OF PROPOSAL** Each proposal package must be received by the date and time specified in the Schedule of RFP Activities. The package shall be sealed and clearly identified with the RFP description and the name of the bank. *Note: Any deviation from this requirement may result in the proposal being considered non-responsive, thus eliminating your bank from further consideration.*

The City cautions banks to verify actual delivery of proposals directly to the Finance Officer prior to the established deadline. A proposal received by the City after the established deadline will be returned unopened to the bank.

- 2-3 PROPOSAL COSTS** Banks submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs incurred in preparing or submitting proposals or providing additional information when requested by the City.

- 2-4 ACCEPTANCE** Submission of any proposal indicates acceptance of the conditions contained in the RFP unless clearly and specifically noted otherwise in the proposal. The City of Cody reserves the right to refrain from contracting with any or all banks.
- 2-5 REJECTION** The City of Cody reserves the right to reject any and all proposals, in whole or in part, to waive any and all informalities, and to disregard all non-conforming, non-responsive or conditional proposals.
- 2-6 OWNERSHIP OF SUBMITTED MATERIAL** All materials submitted in response to this RFP become the property of the City. Any materials submitted in response to this RFP are subject to the Wyoming Public Records Act. Selection or rejection of a proposal does not affect this right.
- 2-7 PROPOSAL FORMAT** In order to facilitate the analysis of responses to this RFP, banks are required to prepare their proposals in accordance with the instructions outlined in this section. Banks whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the City.

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the bank’s capabilities to satisfy the requirements of the RFP. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled. The proposal should be organized into the following sections:

Section	Title
	Cover Sheet with the Name of the Proposing Bank
	Table of Contents
1.0	Executive Summary
2.0	Minimum Qualifications
3.0	Required Services
4.0	Optional Services
5.0	Value Added Services
6.0	Interest Rates
7.0	Fees and Method of Compensation
8.0	Required Attachments
9.0	Implementation Plan
10.0	Supplemental Information

- 2-8 EXECUTIVE SUMMARY** (Section 1.0). This part of the response to the RFP should be limited to a brief narrative highlighting the bank’s proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include cost or rate quotations.

2-9 **MINIMUM QUALIFICATIONS** (Section 2.0). This section lists the qualifications and criteria to be considered in evaluating the banks interested in providing the services. In this section detail how the bank meets the following qualifications:

1. Have been declared an official depository of City funds by the Cody City Council.
2. Be Federal Deposit Insurance Corporation (FDIC) insured.
3. Be Federal or State of Wyoming chartered, with a main office in the State of Wyoming and a main office or full service branch in the City of Cody.
4. Be an on-line cash and securities member of the Federal Reserve.
5. Have an acceptable quality rating by a nationally recognized bank rating organization.
6. Be able to provide a minimum 100 percent collateralization of all City deposits with collateral permitted by Wyoming Statute and be in compliance with W.S. 9-4-817.
7. Have the capacity of providing all Required Services.

2-10 **REQUIRED SERVICES** (Section 3.0). These are services which must be provided by the selected bank. With the exception of non-essential deviations or acceptable alternatives, all services are mandatory. Please provide a detailed response explaining the bank's capability to provide each required service.

- **Reverse Positive Pay** The City of Cody currently utilizes this service to verify appropriate signatures and confirm the validity of check payments.
- **Account Access** In addition to the account signers, the City requires the ability to designate additional authorized employees who are not signers to obtain account information, initiate electronic transactions, request documents and research services and communicate with the bank regarding account issues.
- **ACH Collection and Payments** The City offers automatic account payment for collecting Recreation Center memberships. The City also provides direct deposit services for payroll on a bi-weekly basis.
- **Availability of Funds Deposited** The City requires same-day or next business day availability of most deposited funds. These deposits include checks, money orders, cash, credit cards, ACH credits, and wires from local, regional, and out of state banks.

- Credited Interest The City requires that interest earned on each account be credited to the respective accounts in the month earned.
- Online Banking The City requires access to account information using personal computers via Internet access. Access should be available on a 24/7 daily basis to live real-time data. Proposing banks must provide information on how this requirement will be accomplished as well as what safeguards exist to restrict information to only those persons authorized by the City. In addition to completing *Appendix C: Online Banking Questionnaire*, describe in detail your on-line communications capabilities for balance inquiry including immediate and delayed clearing balances, item image retrieval, stop payment requests, transfers between accounts, wire transfer and ACH transaction initiation, and any other available on-line information or options. If an Internet site demo is available, please include the web address and login/password information with your proposal. The City may request an on-site demonstration at City Hall of the proposer's online banking system.
- Daylight Overdrafts It is possible (although unlikely) that cash disbursements may occur before sufficient funds are deposited. This could cause an occasional daylight overdraft that will be corrected before the end of the banking day. Please provide details on any daylight overdraft issues that may concern your bank.
- Returned Deposited Items The City requires that deposited items returned due to insufficient funds be automatically represented for payment at least one time before being returned to the City. The City prefers electronic notification rather than faxed or mailed notification. The City requires that any returned deposited items be charged back to the account where the items were originally deposited.
- Deposited Check Copies On occasion the City has the need to obtain copies of customer checks deposited to City accounts. The City prefers the ability to obtain this information electronically through the online banking service without having to contact customer service.
- Cleared Checks The City requires that all cleared checks be provided to the City either in the form of check-imaging with the monthly statements or through the ability to view and print cleared check images online on demand.
- Account Analysis and Monthly Bank Statements The City requires that a monthly account analysis and bank account statement for each account be presented online and in hard copy if requested within five (5) days from the statement period ending date for each account. Each statement period must run from the 1st day of the calendar month through the last day of the

calendar month. Mid-month cut off dates are not acceptable. The account analysis must show at a minimum the following information:

- Account number
- Period covered
- Average ledger and average collected balance
- Interest earned and interest yield during statement period
- Services rendered to include type of service and quantity
- Per unit charge for each service per the banking agreement
- Extended charges of each type of service provided
- Total monthly charges of all services provided
- Calculation of required compensating balances, or earnings credit provided by the balances and the effective annual rate if the City desires to pay for services by maintaining balances

This information must be provided in conjunction with the monthly statement. If applicable, a compensating balance formula must be described, along with any written instructions.

- Designated Account Liaison The City will require the selected bank to designate two (2) senior officers as a liaison. These officers must be capable of coordinating all City activities with the bank and have the authority to resolve any problems or issues that may arise.
- Electronic Transaction Notifications The City requires daily notice of all electronic deposit transactions that occur on the City's account(s). This notification may be a written notice delivered to the City via email notification or as a document accessible online and must include the originator's name, dollar amount, type of transaction, and the deposit account.
- Record Retention The bank shall maintain records for the City for the term of seven years after the completion of the contract.
- Safekeeping Services The following services are required:
Securities posted by banks for collateral: The City intends to hold in safekeeping all securities required as collateral from all banks that the City does business with. Each bank will require a sub-custodial account where securities are held in joint custody, by the collateralizing bank and the City. The safekeeping agent will accept confirming instructions from both the City and the depositing bank when any change is required in the collateral securities held in safekeeping. For collateral safekeeping, the City requires a tri-party agreement be executed between each bank, the City and the safekeeping agent. Please provide a proposed draft of this agreement, including an outline describing the responsibilities of each party.

Market Valuation: The safekeeping bank will be required to value all securities in the City investment account and all securities in the bank's collateral accounts at least weekly. Monthly reports of all safekeeping activities and balances shall be provided to the City, preferably electronically via email. Security pricing procedures should be described in the response.

Collateral Custodian: The City of Cody's preferred custodian of securities pledged as collateral is the Federal Reserve Bank. Please indicate in your response the proposed custodian.

- **Coin Conversion** The City of Cody has a coin-operated water crane which generates approximately \$700 - \$1,000 per month. Each month, City staff will collect the coin and take it to the bank for counting and exchange for a cashier's check to be made out to the City of Cody.
- **New Services** If the City adds additional accounts or services similar to those included in the original proposal, those new accounts or services will be provided under the same terms and conditions as apply to the existing accounts. If federal regulations or other regulatory bodies require new accounts or impose other regulations which are not similar to those included in the original proposal, the bank will make those new services available at a negotiated rate between the City and the bank.

2-11 OPTIONAL SERVICES (Section 4.0). These are services which the City may desire to use depending on the availability and the price of the services offered. Proposals are required to address all of these optional services by providing detailed information for each service or designating unavailable services as NOT AVAILABLE.

- **Lock Box** The City receives a high volume of utility payments via the mail and over-the-counter presentment. In the last 12 months the City deposited 30,474 checks that would qualify for lockbox processing. The City currently does not utilize a bank-managed Lock Box to process its customer payments however it may wish to do so in the future. Please describe your lock box capabilities and benefits to the City.

2-12 VALUE ADDED SERVICES (Section 5.0). These are services not otherwise identified in this RFP that the proposing bank may offer to the City. The City requests the proposing banks offer any optional services or make any recommendations it believes would enhance the cash management capabilities of the City.

2-13 INTEREST RATES (Section 6.0). Provide a detailed listing of the interest rates proposed for each account. Include the rate (specify fixed or variable), compounding and calculation method.

2-14 FEES AND METHOD OF COMPENSATION (Section 7.0). Provide a detailed description of all costs associated with each required service, optional service and value added service included in your proposal.

Using the data shown in Schedules A and B provide a per-item cost and an annual total cost estimate based on the fee schedule proposed. If there are fee-related items in the proposed schedule that are not listed in Schedule B please list those items, the per-item cost and an estimated annual cost in the space available at the bottom of Schedule B or attach a separate schedule with the required information.

Banks making proposals should address the payment for services in their response describing costs associated with the alternative payment methods. The City requests flexibility in the payment for bank services as follows:

By Fees: Compensation to the bank may be in direct fees paid to the bank through an automatic debit to the account(s) affected. OR

By Compensating Balances: The City would maintain balances sufficient to pay for services averaged over a negotiated period of time, from all accounts, to pay for services. Include a sample formula and calculation for determining the compensated balance OR

By a Combination of the Above: At the discretion of the City.

Other: Describe other compensation methods offered by the bank.

2-15 REQUIRED ATTACHMENTS (Section 8.0). The following information is required:

1. Drafts of the bank's standard agreements for safekeeping, ACH, wire transfer and other standard services agreements related to the required services, optional services and value added services proposed.

2-16 IMPLEMENTATION PLAN (Section 9.0). Provide a detailed implementation plan for transferring accounts and services. This plan shall include a listing of all necessary steps required to make the transition as well as a timetable to ensure a smooth transition and avoid excessive disruption in the City's business. Upon award of services this plan and timetable may be amended or adjusted at the City's discretion. NOTE: Not all City funds will be immediately transferred to the successful bank as of the start date of services. There will be a transition period where the City maintains the existing bank accounts in addition to the new accounts with the successful bank while arranging for the transfer of any automatic payments or deposits to the new accounts and to cover any outstanding checks or other obligations tied to the existing bank accounts.

2-17 SUPPLEMENTAL INFORMATION (Section 10.0). Banks may include in this section any additional information they would like to provide that is not already included in another section.

Part III

Evaluation of Proposals

3-1 EVALUATION The proposal is the primary document upon which each bank will be evaluated. All proposals will first be screened for minimum institution qualifications and compliance with RFP response format requirements. Proposals that do not meet these requirements will automatically be rejected and will not undergo further evaluation.

Proposals submitted will be evaluated based on the following criteria (not necessarily in this order). Those banks whose proposals are ranked acceptable or potentially acceptable may be interviewed.

- Qualified depository for public funds in accordance with Wyoming Statutes.
- Scope of proposed services.
- Cost of services and effectiveness of total services performed.
- Estimated interest earnings on deposits.
- Experience, expertise, and qualifications of key bank personnel assigned to the City.
- Financial strength and stability of bank.
- Value of any new products or services suggested.
- Breadth of services.
- Quality level of services to be performed and proposed approach to cost control, service level monitoring and administration.
- Clarity, completeness, and timeliness of information provided for evaluation by the City.

3-2 PUBLIC INFORMATION All proposals and related reference information submitted in response to the RFP will become the property of the City and will not be returned. The City will use discretion as allowed by law with regard to disclosure of proprietary information contained in any response, but cannot guarantee that information will not be made public. As a public entity, the City is subject to making records available for disclosure under the Wyoming Public Records Act.

Part IV

Award of Contract

- 4-1 AWARD OF CONTRACT** In the event the selected bank does not execute an agreement within thirty (30) days after being notified of selection, the City may select another qualified proposing bank or call for new proposals.
- 4-2 CONTRACT FORM** This RFP and the bank's response, including all promises, warranties, commitments and representations made in the successful proposal will be binding and will become contractual obligations, and will be incorporated in the City's agreement with the bank. Any contract(s) awarded for banking services shall be prepared by the City and in a form acceptable to the City's attorney. ACH, safekeeping and wire transfer agreements will be signed in conjunction with the execution of the banking services contract upon review and approval by the City's attorney.

Schedule A: Balance Summary

General Operating Checking

MONTH	AVERAGE DAILY POSITIVE LEDGER	AVERAGE DAILY NEGATIVE LEDGER	AVERAGE DAILY POSITIVE COLLECTED	AVERAGE DAILY NEGATIVE COLLECTED
Dec-13	\$ 2,858,282	\$ -	\$ 2,804,936	\$ -
Nov-13	\$ 3,227,167	\$ -	\$ 3,151,967	\$ -
Oct-13	\$ 3,253,681	\$ -	\$ 3,186,616	\$ -
Sep-13	\$ 3,608,883	\$ -	\$ 3,522,716	\$ -
Aug-13	\$ 4,543,355	\$ -	\$ 4,454,665	\$ -
Jul-13	\$ 4,792,143	\$ -	\$ 4,712,330	\$ -
Jun-13	\$ 5,402,354	\$ -	\$ 5,338,277	\$ -
May-13	\$ 5,961,402	\$ -	\$ 5,903,535	\$ -
Apr-13	\$ 6,157,859	\$ -	\$ 6,101,502	\$ -
Mar-13	\$ 6,550,868	\$ -	\$ 6,500,046	\$ -
Feb-13	\$ 6,902,946	\$ -	\$ 6,825,302	\$ -
Jan-13*	\$ 3,718,095	\$ -	\$ 3,662,031	\$ -

Payroll/Electronic Banking Account

MONTH	AVERAGE DAILY POSITIVE LEDGER	AVERAGE DAILY NEGATIVE LEDGER	AVERAGE DAILY POSITIVE COLLECTED	AVERAGE DAILY NEGATIVE COLLECTED
Dec-13	\$ 12,332,639	\$ -	\$ 12,332,639	\$ -
Nov-13	\$ 11,883,517	\$ -	\$ 11,883,517	\$ -
Oct-13	\$ 11,467,801	\$ -	\$ 11,467,801	\$ -
Sep-13	\$ 10,999,843	\$ -	\$ 10,999,843	\$ -
Aug-13	\$ 10,258,928	\$ -	\$ 10,258,928	\$ -
Jul-13	\$ 9,153,051	\$ -	\$ 9,153,051	\$ -
Jun-13	\$ 8,525,698	\$ -	\$ 8,525,698	\$ -
May-13	\$ 8,226,619	\$ -	\$ 8,226,619	\$ -
Apr-13	\$ 7,941,734	\$ -	\$ 7,941,734	\$ -
Mar-13	\$ 7,675,651	\$ -	\$ 7,675,651	\$ -
Feb-13	\$ 7,404,042	\$ -	\$ 7,404,042	\$ -
Jan-13*	\$ 3,995,319	\$ -	\$ 3,995,319	\$ -

*January 2013 was the last month the City utilized a sweep repurchase agreement for earning interest. The balance for this month does not reflect the amount in that repurchase agreement at that time which is why the balance was lower than other months.

Schedule A: Balance Summary (continued)

Total Account Balances

MONTH	AVERAGE DAILY POSITIVE LEDGER	AVERAGE DAILY NEGATIVE LEDGER	AVERAGE DAILY POSITIVE COLLECTED	AVERAGE DAILY NEGATIVE COLLECTED
Dec-13	\$ 15,190,921	\$ -	\$ 15,137,575	\$ -
Nov-13	\$ 15,110,684	\$ -	\$ 15,035,484	\$ -
Oct-13	\$ 14,721,483	\$ -	\$ 14,654,417	\$ -
Sep-13	\$ 14,608,726	\$ -	\$ 14,522,560	\$ -
Aug-13	\$ 14,802,282	\$ -	\$ 14,713,593	\$ -
Jul-13	\$ 13,945,193	\$ -	\$ 13,865,381	\$ -
Jun-13	\$ 13,928,052	\$ -	\$ 13,863,975	\$ -
May-13	\$ 14,188,020	\$ -	\$ 14,130,153	\$ -
Apr-13	\$ 14,099,593	\$ -	\$ 14,043,236	\$ -
Mar-13	\$ 14,226,519	\$ -	\$ 14,175,697	\$ -
Feb-13	\$ 14,306,988	\$ -	\$ 14,229,344	\$ -
Jan-13*	\$ 7,713,414	\$ -	\$ 7,657,350	\$ -

*January 2013 was the last month the City utilized a sweep repurchase agreement for earning interest. The balance for this month does not reflect the amount in that repurchase agreement at that time which is why the balance was lower than other months.

Schedule B: Activity Summary

See Attached Excel Spreadsheet

Appendix A: Acknowledgement of RFP and Intent to Respond

Complete the Fill-in Fields Below (please print or type)

Name of Bank: _____

Contact Person/Title: _____

Telephone #: _____ Fax #: _____

Email: _____

By signing below, I acknowledge that: (1) I have authority to sign and submit this document on behalf of the bank listed; (2) I have received a copy of the RFP in its entirety; and (3) it is the intention of this bank to submit a proposal under the terms of this RFP.

(signature of authorized representative) (date)

The person listed on this form will be the main contact for all communications between the City and the bank regarding this RFP.

Appendix B: Questions Regarding RFP

Directions: This form must be used for all questions concerning the RFP. The original questions and written responses to each question will be distributed to all banks with an Acknowledgement and Intent to Respond form on file with the City. The names of prospective banks who submit questions will not be disclosed. Please complete **one** form for each question and provide all information requested on this form for each question. Reproduce this form as necessary. Responses will be addressed to the contact person listed on Appendix A: Acknowledgement of RFP and Intent to Respond.

Complete the Fill-in Fields Below

Name of Bank: _____

Please state the question in clear, concise terms. If the City needs additional clarification on a question, the person identified above will be contacted.

Question pertains to:

Part# _____ Page # _____ Item Title _____

QUESTION:

Appendix C: Online Banking Questionnaire (complete the fill-in fields)

Question	Yes	No	Comments
Does your online banking system allow for multiple users with different levels of security and access?			
Are there self-administration capabilities where authorized City staff can add, edit, disable or remove users, reset passwords and set access for users to different functions of the online system?			
Can account balance and transaction history be viewed online in real-time? If yes, how long is this information available?			
Can amounts be transferred between accounts online?			

Question	Yes	No	Comments
<p>Are deposited check images available for viewing and printing online? If yes, how long are images available?</p>			
<p>Does the online system have the capability of generating custom user defined reports? If yes, can these reports be downloaded or exported to an Excel or .csv file format?</p>			
<p>Are returned deposited check images available for viewing and printing online? If yes, how long are images available?</p>			
<p>Can City staff create and initiate debit and credit ACH transactions? If yes, can the transactions be imported into the online system using an Excel or .csv file format?</p>			

Question	Yes	No	Comments
<p>Are client analysis statements available for viewing and printing online? If yes, how long is this information available?</p>			
<p>Are monthly statements available for viewing and printing online? If yes, how long is this information available?</p>			
<p>Can stop payments be initiated, lifted and viewed online?</p>			
<p>Does the online system have search capabilities by account for the following:</p> <ul style="list-style-type: none"> - Checks deposited by date range, check number, account number, routing number or amount? - Checks cleared by date range, check number or amount? - Credit transactions by date range or amount? - Debit transactions by date range or amount? - Deposits by date range or amount? 			

Question	Yes	No	Comments
Can outgoing wire transfers be initiated and completed by City staff online?			
Do you provide training for on-line services at implementation and ongoing for new users to support new products, product enhancements and upgrades?			