

MACON-BIBB COUNTY, GEORGIA

Request for Proposals (RFP)

FOR

MACON-BIBB COUNTY BANKING SERVICES

18-034-CW

946-25



MACON-BIBB COUNTY

ISSUE DATE: February 12, 2018

DUE DATE: March 8, 2018

SECTION I: GENERAL

A. Invitation

Notice is hereby given that Macon-Bibb County will receive responses to the Request for Proposal (original **plus 6 copies**) in the Procurement Department, 700 Poplar Street, suite 308, Macon, Georgia 31201, until **12:00 o'clock NOON** at the time legally prevailing in Macon, Georgia on March 08, 2018, for **MACON-BIBB COUNTY BANKING SERVICES** for Macon- Bibb County.

NO LATE RESPONSES WILL BE CONSIDERED

The names of responding firms will be publicly read on Thursday, March 08, 2018, at 2:00 P.M. in the Macon-Bibb County Procurement Department Conference Room, located on the 3rd Floor of the Government Center at 700 Poplar Street, suite 308, Macon, Georgia 31201.

B. Definitions

Wherever the term "Owner", "County", or "Macon-Bibb County" occur in this document, it shall mean Macon-Bibb County, a political subdivision of the State of Georgia acting through the Macon-Bibb County Board of Commissioners.

C. Solicitation Documents

Announcement of this Request for Professional Services may also be posted on the Macon-Bibb County website at www.maconbibb.us/purchasing and on the Georgia Procurement Registry website https://ssl.doas.state.ga.us/PRSapp/PR_index.jsp

D. Insurance Requirements

Insurance coverage shall be carried with an insurance company licensed to do business in the State of Georgia. All coverage should be written with an insurance company with a Best Rating of A or better. Insurance shall be obtained prior to commencement of work and shall remain in force throughout the period of the contract. Macon-Bibb County shall be named as additional insured on the policy.

Workers' Compensation: Statutory
Errors and Omission: \$1,000,000
General Liability: \$1,000,000

E. Submittals

Responses must be sealed and identified on the outside of the package as and delivered to

"18-034-CW Banking Services"

Macon-Bibb County Procurement Department
700 Poplar Street, Suite 308
Macon, Georgia 31201
Telephone: (478) 803-0550

Submissions may not be withdrawn for a period of one hundred and twenty (120) days after the deadline on date of closing. Macon-Bibb County reserves the right to reject any and all submissions and to waive

technicalities and formalities. Respondents shall carefully read the information contained herein and submit a complete response to all requirements and questions as directed. Submittals and any other information submitted in response to the RFP shall become the property of Macon-Bibb County. All questions should be submitted to Chauncey Wilmore, Senior Procurement Officer, at cwilmore@maconbibb.us.

F. Responsiveness

In order to be considered “*responsive*” the submission must include completed copies of the following documents:

- Proposer Information Form
- Proposer Qualification Form
- List of Sub-Contractor
- Minority Participation Goal
- Financial & Legal Stability Statement
- Insurability Form
- Georgia Security and Immigration Compliance Act (E-Verify) Affidavit
- Non Collusion Affidavit
- Debarment Form
- Questionnaire Response

Fee Schedule (IN A SEPARATE ENVELOPE)

Calculate annual fees for each service.

List any miscellaneous costs not already listed in the fee schedule sheets but quoted in the response (such as ATM, etc.). Use additional sheets as necessary, using the same format of the fee schedule.

Include any conversion-related expenses not listed in the fee schedule.

Place the Fee Schedule, in a separate envelope contained in the proposal and mark the envelope “**Fee Schedule**” and include the contact name, the institution’s name and RP number. This envelope should contain one (1) original and six (6) copies.

Responses by fax or e-mail will not be accepted. Any institution deviating from these instructions may be disqualified. Answer each question concisely. Do not provide any information, marketing or other materials unless requested specifically to do so.

G. Responsibility

In order to be considered “*responsible*” the submitting firm must meet the following minimum qualifications:

- Three (3) years of experience providing the services included herein
- Licensed to do business in the State of Georgia

- Financially and Legally responsible to perform the services included herein

H. Reservations

Macon-Bibb County will not provide compensation to Respondents for any expenses incurred by the Respondent(s) for submittal preparation or for any demonstrations that may be made, unless otherwise expressly stated or required by law.

Each submission should be prepared simply and economically, providing a straightforward, concise description of your firm's ability to meet the requirements of this RFP. Emphasis should be on completeness, clarity of content, responsiveness to the requirements, and an understanding of the Owner's needs.

Macon-Bibb County makes no guarantee that an award will be made as a result of this RFP and reserves the right to accept or reject any or all submittals, with or without cause, waive any formalities or minor technical inconsistencies, or delete any item/requirement from this RFP or contract when deemed to be in the Owner's best interest.

Macon-Bibb County will consider only representations made within the submission in response to this RFP. Owner will not be bound to act by any previous knowledge, communication or submission by the firms other than this RFP.

Failure to comply with the requirements contained herein may result in the submission being deemed "nonresponsive" or "non-responsible". Non-responsive submissions will not be reviewed for potential award.

SECTION II: STATEMENT OF NEEDS

A. Scope of Services

Macon-Bibb County is requesting sealed proposals to provide the following services for its administrative offices. Proposals will be accepted, reviewed and considered for any and all services listed below.

Depository and banking services:

- a. Checking Accounts
- b. Savings Accounts
- c. Zero Balance Accounts
- d. Check Collections (Pre-encoded and Encoded Deposits)
- e. Returned Items
- f. Deposit Reconciliation Tools
- g. Branch Services
- h. Payroll pay cards
- i. Pledged collateral
- j. Safekeeping services
- k. Lockbox and E-Box Services
- l. Direct Deposit Services

- m. Online Banking Services
- n. Image cash letter and remote deposit capture

The County utilizes the services of vendors to assist in daily operations. Separate contracts are maintained for these services, which are not included in the scope of this Request for Proposal:

- 1. Merchant Services and Credit Card Processing
- 2. Purchasing Cards
- 3. Investment Managers

One of the County's objectives is to ensure the highest degree of safety for its financial assets while at the same time managing its banking relationships in a cost efficient manner. The County also seeks the following:

- 1. Administrative efficiency
- 2. Enhanced and improved service and convenience for citizens, taxpayers, employees and suppliers
- 3. Costs savings through reduced labor costs and streamlined cashiering operations
- 4. Enhanced cash flow to increase investment earnings
- 5. Opportunity to maximize the use of existing technology

Please provide options for new or reduced cost alternatives only when requested. Do not include marketing, product or other materials unless specifically instructed to include.

The County prefers that respondents submit proposals that conform directly to the baseline service requirements. Institutions failing to follow instructions may be disqualified or points may be deducted.

SECTION III: MINIMUM QUALIFICATIONS OF PROPOSERS

Institutions interested in proposing should meet the minimum qualifications described below:

- 1. The Institution must be a federal or state chartered bank qualified to do business and accept public deposits in the State of Georgia and must be a member of the Federal Reserve System. A copy of charter, business license, and FDIC insurance certificate may be requested.
- 2. Maintain a full-service home office or branch within Macon-Bibb County and have a branch network convenient to the County's many operations.
- 3. Provide direct deposit services. Macon-Bibb County Bi-weekly payrolls that include approximately 25 checks and 2,200 direct deposit transactions each payroll. Retiree monthly payrolls include approximately 200 checks and 1,600 direct deposit transactions.
- 4. Have a branch in the Macon-Bibb County area for purposes of receiving and processing deposits of checks, cash and bulk coin, for same day credit, from various locations within the County

5. Offer a password-protected, internet portal or PC/internet-based treasury workstation which includes the following online capabilities:
 - a. Account balance information including ledger, collected and available balances, float and month-to-date information for checking and/or savings accounts
 - b. Prior day balance and activity reporting with historical data maintained for at least 90 days for checking and savings accounts
 - c. Zero balance account daily transactions and balance reporting;
 - d. Intraday position reporting
 - e. Return item (ACH and paper) reporting
 - f. ACH self-service; including image, control totals, positive pay, transaction maintenance
 - g. Book, account, and wire transfers initiation, authorization, and reporting
 - h. Stop payment of checks
 - i. Online historical data up to 90 days

6. Maintain a portfolio of investments, safe-kept by a third party and sufficient to collateralize all deposits of the County in excess of FDIC coverage in accordance with applicable Georgia Code Sections §45-8-11 through §45-8-13.1 and §50-17-59.

7. Demonstrate experience servicing customers with similar account attributes and transactional volumes.

8. Accept deposits at a branch up to at least 3:00 P.M. or through remote deposit to at least 6:00 P.M. for same day credit.

9. Accept credit for deposits, wires and book transfers.

10. Provide positive pay services.

11. Provide full account reconciliation services.

12. Provide cleared check storage through the internet or on DVD-ROM.

13. Provide miscellaneous supplies as described at no additional cost or include any additional costs in the cost proposal:
 - a. Deposit slips
 - b. Courier bags
 - c. Coin wrappers
 - d. Endorsement stamps
 - e. Checks
 - f. Date stamps
 - g. Counterfeit pens

14. Partner with a merchant services division or company that provides credit card operations and support for the County's operating units who accept credit cards.
15. Offer safekeeping services and internet-based reporting with current pricing and market values.
16. Offer staff options to confirm by fax, e-mail or online bank system messaging confirmation totals for outbound files.
17. Provide e-mail notification to multiple staff members regarding receipt and processing of outbound files.
18. Provide lockbox and e-box services in the State of Georgia and work with County contracted vendors to implement to desired specifications if the county chooses to implement these services.
19. Provide an executive dashboard with options to customize to treasury and other business needs.
20. Provide Image Cash Letter and remote deposit capture services.
21. Provide experienced personnel and resources to handle development and implementation requests at no additional charge for all services requested.
22. Provide personal assistance in completing signing authorities, depository resolutions and other authorizations and certifications to open new bank accounts and to maintain accounts during the term of the contract.
23. Provide web-based ACH management services to upload ACH files to transmit to bank to send/receive to third party vendors.

SECTION IV: PROPOSAL EVALUATION PROCESS AND SELECTION CRITERIA

A. Primary Objective

The evaluation process is structured to secure a compatible, highly skilled and experienced service provider that would be most effective in delivering quality services. The primary objective of the evaluation process is to select a banking institution that:

- Demonstrates a thorough understanding of the laws of the State of Georgia
- Clearly demonstrates a thorough knowledge of government treasury management processes and procedures
- Provides state of the art technology
- Possesses adequate resources to handle extenuating implementation and/or development requests that may result during the contract period

- Proposes highly skilled and experienced personnel who have extensive knowledge and experience in working with electronic files, electronic data interchange, lockbox, Ebox, and image software

B. Points and Scoring Criteria

0-10 Points Firm Qualifications - Consideration of the institution’s financial stability and regulatory and legal compliance.

0-30 Points Quality of Proposal - Demonstrated understanding of the proposal requirements; expertise in cash and treasury management products; clarity and completeness in answers; demonstrated ability, capacity, and skill to accomplish requested services, tasks, and support.

0-30 Points Technical Merit - Demonstrated expertise in enterprise resource planning systems and electronic data interchange, innovative treasury management solutions, security safeguards, and system reliability; provides implementation and transition plan that works seamlessly with current systems.

0-15 points References - Public sector clients similar in size, scope and nature of business as Macon-Bibb County

0-15 points FEE Schedule - Value of services (sealed envelope)

0-100 points TOTAL

Note: the County will take into account any exceptions in its scoring and evaluation process and institutions are strongly encouraged to address and comply with the requirements included herein. Taking exceptions to the provisions and requirements of this proposal, as well as failure to address the items of this proposal may result in a response receiving a substantially lower score.

C. Modification to Proposals

All proposals are legal and binding. In no event will the County allow institutions to modify or alter its original proposal after the deadline for submission of proposals. This provision will not prevent the County from seeking clarification or additional information from institutions as may be necessary during the evaluation process.

D. Responsibility of Institutions

Declarations within this document regarding volume of banking transactions or other statistics are the County's best estimates, based on available information, and are intended to provide information to aid institutions in evaluating the County's accounts. The County specifically does not represent that these estimates are minimum or maximum volumes. Macon-Bibb County believes, but does not guarantee, that account activity and volume will increase during the span of the contract.

Declarations representing the total number of accounts are the County's best estimates based on present and anticipated levels of need, and the County does not represent that this level of need will remain stable over the life of the contract.

It is the responsibility of the institution to carefully examine all information and specifications contained in this document. Failure to secure and review this Request for Proposal or any misinterpretation will in no way relieve the institution of any obligations under its proposal or a resulting contract with the County.

Macon-Bibb County reserves the right to review and evaluate each pricing scenario. Although an institution may price a product or service, the County is not obligated to implement.

E. Execution of Contract

The successful institution is expected to enter into a formal contract with Macon-Bibb County by May 1, 2018 or upon award by the Board of Commissioners. The contract is an annual contract with four (4) one-year renewal options. If the initial contract is not executed within thirty calendar days from the date of awarding the proposal, the County may elect to award to the next overall highest scoring institution or reject proposals and reissue.

F. Insurance

Successful institution will be required to meet the insurance requirements provided in this document.

SECTION V: QUESTIONNAIRE

A. Firm Qualifications

1. Title Page/Cover. Please include the following information:

- a. Name of the institution;
- b. Contact information of closest branch and branch manager to Macon-Bibb County;
- c. Contact information of relationship manager and treasury sales and service manager,

2. Transmittal Letter. Prepare a transmittal letter and discuss the following:

- a. Bank's willingness to service Macon-Bibb County;
- b. Bank's commitment to government banking;
- c. Why the institution should be selected.

3. Organization Chart:

- a. Include an organization chart of the relationship management team and treasury sales/service;
- b. Attach a brief biographical sketch of each member including roles and responsibilities.

4. Financial Stability:

Discuss the financial stability of the bank. Discuss any changes in the financial stability, capital ratios, credit ratings, dividends, and organization structure, including layoffs over the past twelve months.

5. Locations:

In order to service the needs of Macon-Bibb County employees, vendors, visitors and residents, the institution must maintain a full service commercial branch within Macon-Bibb County. Please list the primary branch or service center to service Macon-Bibb County as well as other branches within Macon-Bibb County.

6. Third Party Service Providers:

Does the institution outsource any of the proposed services? If so, provide the name and address of any third-party Service Providers. List the services provided by third party service providers. How long have they provided these services to the Intuition? Discuss any known or anticipated changes in the relationships.

7. Banking Supplies:

The successful institution will provide new orders and re-orders of deposit slips, courier bags, coin wrappers, night deposit bags, endorsements stamps, and other associated banking supplies at no cost to or at the cost noted in the fee proposal to the County through the term of the contract.

The County may purchase blank check stock through its own internal process; however, the County will provide the institution with a representative sample of printed test checks to test prior to issuance.

For conversion, the County estimates ordering at least 25 endorsement stamps and at least 50 deposit books for distribution to offices. Annually the County utilizes 6,000 books of three-part, pre-printed deposit slips.

Discuss any challenges in meeting these requirements.

8. FDIC:

Explain the policy on passing FDIC charges and rebates. Are FDIC charges passed on explicitly?

9. Counterfeit, Contaminated or Mutilated Currency:

Describe institution's policy for processing deposits that contain contaminated or mutilated currency.

B. Quality

10. Customer Service:

- a. Discuss the customer service function and how Macon-Bibb County inquiries will be resolved.
- b. Attach an organizational chart.
- c. How does the institution track customer service issues to ensure each is resolved?
- d. Include performance measurements for resolving problems and tracking service calls.
- e. Include a copy of the escalation process, contacts, priority level and timelines for resolution.
- f. Does institution provide a dedicated customer service representative?

11. Interest Earnings:

Describe the options for maximizing interest and include the formula (with index, spread, and rate basis) for each option;

- a. How and when is interest paid;
- b. Include the calculation used to validate interest credits;
- c. Is this option firm through the life of the contract, or may the County negotiate during the contracted based on economic conditions?

12. Collected Balances, Earnings Credits, Analysis Fees:

- a. Does the institution offer earnings credits? What is the rate offered? Describe the method of calculation.
- b. Macon-Bibb County may prefer that the institution debit the Master Concentration/Pooled account or “Stand Alone” accounts monthly for service fees. Finance Staff reviews line item pricing monthly. Discuss how the institution will resolve any pricing discrepancies and what actions are required to report pricing discrepancies?
- c. Considering the volume and products, which option (interest rate or ECR) is best for Macon-Bibb County?
- d. Is this option above negotiable, if so, when?
- e. Is this option firm through the life of the contract, or may the County negotiate during the contract period based on economic conditions?

13. Collateralization:

In accordance with legal requirements established by the State of Georgia (ref. Code §45-8-12 through §45-8-13.1, §50- 17-59) the institution will provide for collateralization of all deposits not covered by FDIC insurance.

If the successful institution elects not to utilize the multibank pooled method through the State of Georgia Secure Deposit Program, Finance Department will periodically audit the account balances that are collateralized and require a monthly collateral report.

Discuss the arrangements and costs associated with holding collateral. If the successful institution does not intend to utilize the multibank pooled method through the State of Georgia Secure Deposit Program, please describe in detail. Also, how is release or substitution of collateral handled?

14. Lockbox and E-Box Services:

Discuss any special requirements for implementation, testing, and processing payments. Include a description of third party vendors that provide these services, locations of centers that will process Macon-Bibb County lockbox and e-box payments. What online features does the institution offer to preview lockbox and e-box receipts? How does the institution handle returned items? Include any sample supplemental agreements for execution.

15. Deposit Processing:

How will the institution accommodate the volume associated with the County accounts? Discuss any differences between immediate credit and provisional credit. Are cash letters and deposits delivered to a money center or to a cash vault? Include a discussion of time deadlines for same day credit to branch locations, money center and cash vault. What must the County do to ensure all deposits are credited same day? Include deposit availability schedules.

16. Safekeeping Services:

The financial institution awarded this contract must be able to provide safekeeping services and investment safekeeping reporting. The institution must have dedicated Safekeeping staff available to provide timely email and phone notifications of any settlement issues (i.e., security not delivered). The institution must have properly executed internal controls in place to mitigate cash related errors involving all investment related activities, including pricing, purchases, sales maturities, and income. Open communication and prompt resolution of any inquiries and problems must be assured.

17. Check Cashing Services:

The financial institution shall cash any Payroll or General Disbursement check made payable to County employees free of charge to the County employee, with adequate proof of employment presented by the employee. The financial institution shall cash any Payroll or General Disbursement check made payable to County vendors free of charge. Discuss any challenges in meeting these requirements.

Provide a discussion of fees assessed to account and non-account holders using ATMs.

18. Image Cash Letter:

Provide a discussion of the product and timeline for implementation. Discuss the experience in implementing this product. What problems were encountered during implementation? Using the volume provided in the fee schedule, price this product in fee schedule and include the name and price of any hardware; equipment; software required. Are standard layout files used?

19. Escheatment Process:

Describe the options available for dealing with unclaimed property. Does the institution provide escheat compliance and fulfillment services?

C. Technical-

20. Conversion Plan:

The successful institution will be required to coordinate with County staff and contracted vendors all the activities necessary to ensure a smooth transition. Specify the estimated time of completion after award in number of calendar days to ensure a smooth and successful transition of all products and services currently being used. Include a detailed Conversion Plan with activities and timeline.

21. Disaster Recovery/Contingency Plan:

Describe this plan as it relates to the institution's operations that may impact Macon-Bibb County

22. User Training, Conferences, Seminars:

The successful institution should be able to provide resources, recommendations and training to County staff to fully understand, utilize, integrate and implement current banking institution's software, products and services. This includes training offered over the telephone, internet, and onsite at either the institution's Macon-Bibb locations or at Macon-Bibb facilities.

The successful institution should also be able to provide information to County staff regarding new products and services that may benefit Macon-Bibb County Departments and users.

Does the institution provide Cash and Treasury Management training opportunities, such as conferences or seminars?

23. Internet Banking:

To streamline reporting, balancing, account reconciliation and enhance customer service, the successful institution should provide information reporting, statements, prior day activity, stop pays, image retrieval of returned items, image retrieval of deposit adjustments, miscellaneous debit and credit adjustments, safekeeping, custodial, funds transfer options, and other information by accessing the internet.

Is the institution's online information reporting system owned and operated internally or outsourced? Are improvements and changes to the service controlled by the institution or a third party?

24. Inbound Bank Institution files from Macon-Bibb County to the Bank:

Discuss the requirements for receipt of inbound ACH (including same day ACH files) and positive pay files to the Bank. Also discuss any processing requirements to ensure employees have received credit for funds on pay day, assuming pay day is always a Friday. Discuss testing and implementation and include file layouts.

Discuss your process for ACH File Validation including the notification process and customer support when a file does not pass validation.

25. Funds Transfers:

County staff originates funds transfers daily using the institution's web based product. Staff originates ACH, wire, book and account transfers through the online portal. The majority of fund transfer instructions are under dual security control.

What is the cutoff time to originate wire and book transfers online to ensure credit same day? What does the financial institution require for security purposes? What is the process to add users for funds management capability?

Attach all Agreements the institution requires to originate online repetitive and non-repetitive funds transfers, including book, wire, ACH (including International ACH) and account transfers in proposal response.

26. Innovative Treasury Management Solutions:

The County is interested in the ability to easily create payments electronically. The service would be able to accept payment files directly from the County's New World System and in a single electronic file provide directions for multiple payment types and the accompanying remittance information. The institution would then separate payments by type and processes them accordingly. Provide a discussion of the institution's capability to provide this service and available product(s). What would be the timeline for implementation of this service and available product(s)?

What approach is the institution taking in the development of new innovative solutions? What other new services or products does the institution plan to offer and within what timeframe?

Discuss any additional services or innovative resources that could provide cost savings to the County.

