



Mountain View County

Request for Proposal

Banking Services

Submission closing date:
Monday, April 16, 2018
12:00 pm Mountain Standard Time

Introduction

Mountain View County (the County) is soliciting proposals from qualified customer service-oriented banking institutions for the provision of municipal banking services for the five-year period beginning July 1, 2018 through June 30, 2023. The qualified banking institution will enable the County to provide a broad range of methods for its residents and other third parties to transact, access, and pay for municipal services, utilizing technology to enhance efficiencies and to maximize options available to reflect individual preferences.

All information contained herein is confidential and not to be shared.

This Request for Proposal document will be posted on the Alberta Purchasing Connection website. Any modifications or amendments to this RFP may be made as a result of questions submitted. Written notification of any such change will be made in writing and will be posted as an Amendment on the Alberta Purchasing Connection website.

Pre-submission Qualification

This request for proposal is open only to financial institutions with branches located in Didsbury or Olds, and preferably both.

Organizational Background

Mountain View County is a rural municipality with a population of 13,000 located in central Alberta. It encompasses an area of 3,900 square kilometers surrounding the Towns of Carstairs, Didsbury, Olds, Sundre and the Village of Cremona. It is responsible for the maintenance and construction of the transportation infrastructure within that area, as well as provision of other municipal services such as planning, assessment, recreation, fire and agricultural related services. The offices of Mountain View County are located on Highway 2A between the towns of Didsbury and Olds.

The County has a permanent staff of about 100 employees as well as some seasonal staff. The 2017 expenditures are budgeted at \$36 million or if including transfers to other organizations who provide services within the County, primarily the Alberta School Foundation Fund, the total budget is \$48 million. The 2017 revenues are budgeted at \$33 million of which \$29 million are from property taxation. The balance of the revenue is from grants, sales of services and goods, rents, and investments. Capital expenditures in 2017 are budgeted to be \$24 million and capital grants of \$11.3 million. The current budget and 2016 financial statements are available on the County's website, www.mountainviewcounty.com.

The County utilizes the Bellamy Software financial system, a municipal software package that runs on an IBM iSeries platform.



Bank Accounts:

The County utilizes several bank accounts, and these are listed below. Online access, with appropriate security, to all bank accounts is required. In addition, the ability for staff to import electronic files with approval by management as well as payment of utility bills and Receiver General accounts by staff with approval by management is required.

- **Deposit/General account** – requires deposit slips. All types of deposits including cheques, cash, PAD, and online banking. This account is also debited by Alberta School Foundation for quarterly payments, as well as by Alberta Capital Finance for debt payments. All utilities and Receiver General accounts are paid online through this account. The ability to drop deposits at the branch counter or via night deposit is required. On the last day of each month, this account is automatically debited by the amounts outstanding in the Chequing and Payroll accounts to cover the balances in each account. Presently, this account accrues interest at a daily rate using the combined balances in the Deposit, Chequing and Payroll accounts.
- **Chequing account** – the County uses a micro-encoded printer to print cheques to Vendors. The County also pays Vendors by EFT. In 2017, approximately 1,775 cheques and 1,678 direct deposits were issued on a bi-weekly basis to a total of 1,066 vendors. To date in 2018, we have issued 138 cheques and 145 direct deposits to a total of 132 vendors. On the last day of each month, this account is automatically credited by the amount outstanding to bring the balance to \$0.
- **Payroll account** – payroll is split into three groups: hourly, salaried and council. Hourly employees are paid every four weeks with a mid-pay period advance. Salaried employees are paid monthly with a mid-month advance. Council is paid monthly. All payments are made by EFT. One-time payroll submissions may be required throughout the year to accommodate any adjustments or terminations. On the last day of each month, this account is automatically credited by the amount outstanding to bring the balance to \$0.
- **Cash-in-lieu account** – requires separate Deposit slips. This is a holding or trust account for municipal cash-in-lieu funds. When required, funds are transferred out to the Deposit account through on-line banking.
- **Cremona Recreation Board** – this is a holding or trust account for the Cremona Recreation Board. When required, funds are transferred to or from the Deposit account through on-line banking.
- **USD account** – The County maintains a USD account for payment to US vendors. Cheques are issued in US dollars and funds are transferred in from the Deposit account through online banking.



- **Investment accounts:**

- The County holds approximately \$1.4 Million in long-term investment bonds, maturing over the next 2 years.
- The County also holds \$25-\$55 million in Guaranteed Investment Certificates (GIC), which mature in the range of 30 days to 5 years. The \$30 million variance is caused by cash flow requirements throughout the year, which causes the net investment value to fluctuate based on needs. Investments in GICs will typically take place after the annual September 15 tax deadline and are a means of providing cash flow as required while accruing interest at the best rate possible.
- Currently, investments will not be part of this Request for Proposal process.

Required Services:

The County currently requires the following service options:

- Direct Payroll Deposit services
- Pre-authorized payment plans (taxes and a small number of accounts receivable payments)
- Acceptance of on-line and in-branch payments for taxes and accounts receivable including County setup as a vendor to allow for telebanking
- Point of sale services
- Payments to vendors by cheque and EFT
- Corporate credit cards
- Line of credit (up to \$5,000,000)

Detailed Service Requirements:

Direct Payroll Deposit services and payments to vendors via EFT – the County requires a guarantee of maximum 48 hours lead-time to ensure that payroll and accounts payable payments are in place in a timely manner. Please also indicate security approval measures that can be implemented to align with internal control procedures.

Pre-authorized payment plans – The County requires the ability to offer a tax installment payment plan (TIPP) for the monthly payment of municipal property taxes through the pre-authorized withdrawal of pre-established amounts from the property owner's bank accounts. Currently, 1,704 tax rolls out of a total of 11,752 are paid through the TIPP program. The County also requires the ability to offer an accounts receivable pre-authorized debit plan (PAD) for the monthly payment of miscellaneous and recurring receivables.

Point of Sale Services – The County requires point of sale services for its customers to be able to accept cash, cheques, debit and credit card payments.



Bank Statements – The County requires the issuance of monthly bank statements; online access to these statements is sufficient. As well, the County requires online access to allow for more timely review. The statement period must be from the first to the last day of each calendar month. Historical statements for at least the previous one year are also required.

Line of Credit – The County requires a revolving line of credit to secure short-term funding to meet capital and operating obligations. The line of credit should be set to a maximum of \$5,000,000 to allow the County to finance large capital projects.

Corporate Credit Cards – The County currently requires up to eight corporate credit cards for management for purchases. These credit cards have varying limits; most at \$5,000. Please indicate varying credit card options including any options (i.e. reward points, cash back, etc.).

Foreign Exchange Transactions – The County requires the ability to issues cheques against its USD account.

Other Miscellaneous Services – The County requires other commonly used banking services. These include, but are not limited to, the following. Please provide a breakdown of all fees charged for these services.

- Account transfers
- Chequing services
- In-branch bill payments and debits and credits to and from accounts
- Electronic funds transferring
- Wires and drafts
- Stop payments
- NSF cheques
- Chargebacks
- Inter-account transfers
- Certified cheques and money orders
- Account setup and/or closure
- Foreign exchange processing
- Card payment processing services (debit, credit cards, activation fees, statement fees)
- Bank deposit slips and deposit bags



Online access – The County requires access to banking information using personal computers. Bank accounts and credit cards must have the ability to be accessed from the internet (with the appropriate security and controls in place). The County requires the ability to perform the following online services:

- Access to view and print all current transactions and account information
- Historical data on all accounts dating back at least one year
- Complete account transfers
- Transfer, monitor and perform online corrections on rejected files related to payroll, tax and A/R payments done electronically
- Pay vendors via electronic fund transfer
- Complete stop payments
- Ability to administer the accounts
- Pay utilities and business taxes online

Please outline the online access and how the County's requirements will be accommodated.

Designated Liaison Officer – the County requires the selected financial institution to designate a senior officer as a liaison, through direct contact capability during regular business hours. This officer must be capable of coordination of all the County's activities with the financial institution being able to resolve any problems or issues that may arise.

Disaster/Backup Plans – The County requires financial institution disaster and back-up plans and capabilities. The County must have access to cash, securities and information at all times.

Value-Added Services

Mountain View County requests the proposing financial institutions to offer any optional services or make any recommendations it believes would enhance the cash management capabilities of the organization. All proposing financial institutions are encouraged to make suggestions or add additional information not requested in this proposal. Financial institutions are encouraged to describe factors that distinguish their institution from potential competitors. Indicate any other services that your institution provides that the County may benefit from and outline the cost of these services.



General Information

Contents of Written Proposal – the following information must be included in the written proposal:

- Overview of the required banking services the institution will provide, and confirmation of the ability to deliver such services
- Overview of the value-added services the institution will provide
- Total annual fees for services, quoted in Canadian dollars and including any GST, clearly indicating any significant or important charges and payment terms
- Interest rates to be earned on all accounts
- A list of references from other municipalities and/or other large institutions that have recently been serviced by the financial institution.
- Any additional information from the County that will allow you to provide your banking services in an efficient and effective manner
- Current geographic location of branches in relation to Mountain View County offices
- A copy of a standard contract that the financial institution enters into with its clients

To properly facilitate evaluations, proposals must provide complete, accurate and comprehensive responses with sufficient detail to enable the County to fully evaluate the proposal.

Evaluation Criteria

While no one criteria will be a principal determining factor, proposals will be evaluated based upon the criteria found on Appendix 1 – Evaluation Criteria.

The County may invite a respondent for an interview to address any questions or clarifications without becoming obligated to seek information or clarifications from any or all other respondents. Respondents will be responsible for any costs associated with the preparation for, and attendance at, an interview.

Other Information

Request for Proposal (RFP) Clarifications – Respondents shall carefully examine the Request for Proposal documents and report any errors, omissions, discrepancies, clauses requiring clarification or any qualifications.

Oral Representations – Respondents shall not rely upon any oral information provided to it by the County or its representatives.



Addenda – Where necessary, the County shall respond to questions and clarifications by way of Addenda to report any changes to the Request for Proposal documents. Any addenda issued prior to the closing date will form part of the proposal documents. Questions and clarifications must be submitted by April 6, 2018. Answers to questions will be posted on the Mountain View County website by April 10, 2018.

Proposal Information – The respondent is fully responsible for obtaining all information required for the preparation of its proposal. The County shall not be responsible for any costs, expenses, losses, damages or liability incurred by respondents in responding to this RFP. The County will not pay for any information herein requested, nor is it liable for any costs incurred by those financial institutions submitting a proposal.

Proposal Clarifications – After the closing date, the County reserves the right, in its sole discretion, to seek further information or clarifications with respect to a proposal from a respondent without becoming obligated to seek further information or clarification from any or all other respondents. However, respondents are cautioned that any clarifications sought will not be an opportunity either to correct errors or to change their proposals in any substantive manner.

Proposal Submissions – Proposals should provide a clear and concise description of the respondent's ability to satisfy the requirements as outlined in this document.

Proposal Rejections – The County shall not be obligated to accept any proposals that are unsigned, incomplete, conditional, illegal, unbalanced, obscure, or contain irregularities of any kind. The proposal is not to be construed as an agreement between Mountain View County and the financial institution.

Proposal Returns – Proposals and accompanying documentation submitted by respondents are the property of the County and will not be returned. The County may reproduce any of the proponent's proposal and supporting documents for internal use or for any other purpose required by law. All proposals are subject to the Freedom of Information and Protection of Privacy Act. Any information provided to the County is a "record" under the Act. Please identify any sections that are confidential or proprietary.

Proposal Cancellations – The County reserves the right to cancel this RFP, or parts of this RFP, at any time and acquire the contracting services through an alternative process.

Contract Performance – If, after a contract is in place, the successful financial institution makes an administrative or business process change that violates the terms of agreement for service provision, the County will take action against the financial institution for compensation of costs for the County to adapt to the change, or for costs to dissolve the agreement and transfer to another institution.



Submission of Proposals

Proposals may be submitted in one of three ways.

Mailed to the following address:

Request for Proposal – Banking Services
Attn: Robert Beaupertuis, Director of Corporate Services
P.O. Bag 100, Didsbury, AB T0M 0W0

Hand delivered in a sealed package to:

Request for Proposal – Banking Services
Attn: Robert Beaupertuis, Director of Corporate Services
1408 – Twp Road 320, Didsbury, AB

Sent electronically in .pdf format to:

rbeaupertuis@mvcounty.com

The submission shall be received no later than 12:00 pm on April 16, 2018.

Submissions received after this deadline or through a different means than above will not be accepted.

For further information, please contact:

Robert Beaupertuis, Director of Corporate Services
403-335-3311, extension 152
rbeaupertuis@mvcounty.com



Appendix 1 – Evaluation Criteria

The following items are a requirement for proposal acceptance:

	Yes	No
• Branch office within the County boundaries.	<input type="checkbox"/>	<input type="checkbox"/>
• 48-hour maximum lead time for electronic transactions.	<input type="checkbox"/>	<input type="checkbox"/>
• Online access to view and transact on all accounts offered.	<input type="checkbox"/>	<input type="checkbox"/>
• Ability to report on accounts using upload and download activities (PDF & XLSX).	<input type="checkbox"/>	<input type="checkbox"/>
• A secure approval process for EFT.	<input type="checkbox"/>	<input type="checkbox"/>

Proposals will also be evaluated using these variable criteria:

Total cost of all fees for the five-year term (Fixed fees + # of cheques * rate + EFT files * rate + other).	45
Ease of use from banking services offered (convenience perception; testimonials). Presentation from submitter required.	30
Customer service capability (hours available).	15
Credit card program (rates & features).	10
Total	100

