

Attachment A
City of Redmond
Scope of Work

(Proposals must include a response to each question and/or statement below.)

1. Minimum Qualifications. Please indicate that you meet each required qualification.
 - a. Authority to offer banking services. The institution must hold a charter from either the United States Government or the State of Washington.
 - b. Institution must be a member of (or have access to) the Federal Reserve System and have access to all Federal Reserve System services.
 - c. The institution must be in compliance with all applicable laws, rules, regulations, and ordinances of the City of Redmond, State of Washington and the United States.
 - d. Institution must be a Washington State qualified public depository for public funds and must be in compliance with the Washington Public Protection Act (RCW 39.58).
 - e. Local banking office. Institution must have an established local branch within the City of Redmond.
 - f. Capable of meeting the required services as listed in the scope of services section in this RFP.

2. List the names, titles, and contact information including email addresses of the primary personnel that will have ongoing responsibility for servicing the City's account. Provide each individual's role and area of responsibility as well as their specific experience relative to the request for proposal's requirements.

3. A list of at least five (5) references from city and/or governmental entities of a comparable size and nature using similar services, including at least two with four or more years' experience with the institution. Please provide contact name, entity name, phone number, and a brief explanation of services provided.

4. Describe your institution's customer service philosophy and organizational structure.

5. Describe the hardware/software and technical requirements to access the Financial Institutions' web based reporting and services including:
 - a. The operating systems supported.
 - b. Any upcoming changes/upgrades that would affect the City's services.

6. Provide a description of the security measures in place for access to information accessed via the on-line banking systems.
 - a. Are digital certificates or secure tokens used?
 - b. Can changes be made to user access directly in the system by a City Administrator?
 - c. Can users request to reset their own passwords within the system?
 - d. Can users be added by a City Administrator? If not, how quickly can users be set-up?

7. Provide either a web address or demo disk to demonstrate the banks electronic banking system.

8. Describe your web based balance reporting system and methods used to access account information.
 - i. Indicate whether the web based balance reporting system provides prior day, current day, or both prior day and current day reports.
 - b. If the system provides prior day information, discuss:
 - i. The time the information is available each day.
 - ii. If information is delayed, describe how customers are notified.
 - iii. The transaction types included in prior day reporting.
 - iv. Reports available.
 - v. If the system allows for history inquiry by date ranges.
 - vi. How far back information is available.
 - c. If the system provides current day information discuss:
 - i. The time the information is available each day;
 - ii. How frequently the information is updated during the day;
 - iii. If information is delayed, describe how customers are notified;
 - iv. The transaction types included in current day reporting;
 - v. Reports available;
 - vi. If the system allows for history inquiry by date ranges; and
 - vii. How far back information is available.
 - d. Can the City create customized reports?
 - i. Can customized reports be exported to Excel?
 - ii. How far back is information available for custom reports?
9. Does the on-line reporting system provide images of:
 - a. Deposits
 - b. Checks
 - c. Adjusting Items
 - d. Returns
10. Deposit Services:
 - a. Provide a funds availability schedule, including information on whether you provide immediate availability for on-us items.
11. Provide the deadline to receive same day ledger credit for:
 - a. Cash and check deposits via the vault;
 - b. Cash and check deposits via the local branch; and
 - c. ACH and wire transactions.
12. Provide a pricing list of common deposit supplies

13. Will the City have credit and debit exposure limits?
 - a. What factors do you use to determine those limits?
 - b. Will the City be told what its exposure limits are and how they were set?
 - c. How and when will the City be notified if we are at or near our exposure limit?
 - d. What will happen to a file if we exceed the limit?
 - e. How do we remedy the situation if we exceed our limit?

14. ACH Services
 - a. Does the Institution have a file limitation for maximum dollar amounts or number of entries?
 - b. Provide any cut-off times relative to settlement date including any differences between credits and debits, if applicable.
 - c. Provide the maximum retention period for future dated transactions.
 - d. Describe the process for ACH returns and Notifications of Change on originated entries.
 - i. Can the bank automatically redeposit originated ACH entries returned for insufficient or uncollected funds?
 - e. What file receipt acknowledgements are available?
 - f. How are batch and/or item reversals handled?
 - g. Provide the contact information and hours of operation for your ACH processing unit.
 - i. If needed, will the City be able to contact this area to verify transmissions?
 - ii. Is there a contact to help with issues that occur outside of normal business hours?

15. Provide information on account blocks and filters.

16. Provide information on positive pay services
 - a. Describe the delivery method and process to submit positive pay files.
 - b. What are the cut-off times for file delivery?
 - c. What file receipt acknowledgements are available?
 - d. Describe the process to add single checks and/or voids.
 - e. Describe the process to notify the City of any exceptions or paid not issued, items.
 - i. Are images available of the exception?
 - ii. Provide the cut-off time for the City to act on the exception.
 - iii. Can the City set defaults to either automatically return or pay exceptions?

17. Describe your on-line systems' features for initiating fed wires and account transfers.
 - a. Include cut-off times relative to settlement date.
 - b. Can templates be set up for routine fed wires?
 - c. Can users initiate and approve their own wires with limits set by the City?
 - d. Can users initiate and approve their own transfers between City accounts at the bank with limits set by the City?
 - e. Is there a method to initiate Fed wires or transfers via telephone?

18. Merchant Services – provide information on the following items:
 - a. Funds availability by card type;
 - b. Batch settlement deadlines;
 - c. Sample daily/monthly reconciliation reports; and
 - d. Fees charged in addition to the card organization interchange fees and rates.

19. Cash Services
 - a. The City currently replenishes petty cash funds via a request through an automated system and delivery by armored car from the bank's vault. Describe the how the City will be able to replenish cash funds with your institution.

20. Describe your report and file delivery options to assist with monthly transaction reconciling.
 - a. What options does the bank offer for information reporting via file delivery?
 - b. What format is information available for file retrieval?

21. Provide sample reports for the following:
 - a. Monthly Account Analysis;
 - b. Monthly Bank Statement;
 - c. Monthly Merchant Services Statements;
 - d. Monthly Reconciliation Reports (if applicable); and
 - e. Online daily previous and current day reports.

22. Payment of Fees
 - a. Provide information on the earnings credit rate and formula used to calculate interest paid on collected balances.
 - b. If compensating Certificates of Deposit are provided as a method to offset fees, describe how the interest rate is set.
 - c. Provide the rate charged for overdraft balances.

23. Provide information on the proposed conversion and implementation process and schedule.
 - a. Describe the training that will be provided during the conversion process.

24. Provide information on on-going training and support to accommodate new users, adding services or making changes to existing set-ups.

25. After the contract is in place, describe how you will respond to and prioritize requests for enhancements or changes to any of the banking services.

26. Specify any limitations in volumes for any of the required banking services listed on Attachment B.

27. Describe other banking services available and/or innovative approaches which the Institution believes would be of benefit to the City.

28. If the Institution outsources any of the proposed services, please provide the name and address of the third-party provider. List the services they provide, how long they have provided the services to the Institution and discuss any anticipated changes in the relationship.