



**Town of Orange
119 Belleview Ave
Orange, VA 22960**

**REQUEST FOR PROPOSAL (RFP) #2020-01
Banking Services**

Issue Date: January 24, 2020 • Due Date/Time: 5:00 PM, Monday, February 24, 2020

Norris E. John, Director of Finance – E-mail Address: directoroffinance@townoforangeva.org

Sealed Proposals, subject to the conditions and instructions contained herein, will be received at the above address until the time and date shown, for providing the items or services described in the RFP.

The Director of Finance, Norris E. John, is the sole contact official for the Town of Orange with respect to this RFP. All questions and/or comments should be directed to him at this e-mail address: directoroffinance@townoforangeva.org. Respondents to this RFP shall not contact, either directly or indirectly, any other employee or agent of the Town, regarding this RFP. Any such unauthorized contact may disqualify the bidder from the procurement.

<u>PERIOD OF CONTRACT:</u> Five years, beginning July 1, 2020, option to renew for five additional one year periods.
<u>PROPOSAL SUBMISSION:</u> Sealed proposals must be received by the Due Date/Time above, for providing the services described herein, at: Town of Orange, Department of Finance, 119 Belleview Ave., Orange, VA 22960. Proposals received after stated time and date will be returned unopened.
<u>SOLICITATION DOCUMENTS:</u> RFP documents, including any addenda, are available at the Town of Orange website: http://www.townoforangeva.org/ .
<u>QUESTIONS:</u> Questions pertaining to this RFP must be in writing (e-mail preferred) and addressed to the Director of Finance, at directoroffinance@townoforangeva.org , and must be received no later than February 6, 2020, by 5:00 p.m. prevailing local time. Oral inquiries will not be considered.

Company Name: _____	E-Mail: _____
Address: _____	Telephone: _____
City/State/Zip: _____	Fax: _____
Signature: _____	Cell: _____
Printed Name: _____	Date: _____
Title: _____	

TOWN OF ORANGE, VIRGINIA
REQUEST FOR PROPOSAL (RFP #2020-02)
INFORMATION TECHNOLOGY SUPPORT SERVICES

TABLE OF CONTENTS

I.	PURPOSE	1
II.	STATEMENT OF NEEDS	1
III.	MINIMAL QUALIFICATIONS	9
IV.	PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS	10
V.	EVALUATION CRITERIA	12
VI.	EVALUATION PROCEDURES AND AWARD OF CONTRACT	13
VII.	CONTRACT TERM	14
VIII.	ATTACHMENTS	15
	A. Signature Sheet	
	B. References	
	C. Proprietary/Confidential Information Identification	

TOWN OF ORANGE, VIRGINIA
REQUEST FOR PROPOSAL (RFP #2020-01)
BANKING SERVICES

I. PURPOSE:

The Town of Orange (hereinafter referred to as “Town” is requesting sealed proposals from qualified offerors to provide comprehensive banking services to the town.

II. STATEMENT OF NEEDS:

Items listed in the Statement of Needs are minimum requirements which shall be provided as part of the resulting contract. Offeror shall be able to provide all services referenced herein or assemble a team which can do so.

A. Service Group 1: Banking Services

1. **Bank Location:** Offeror must be a federally chartered bank, and should have one branch located preferably within the Town limits or within Orange County. If the bank’s headquarters is not located within the Town or County, a branch bank located no farther than 10 miles from Town Hall, at 119 Belleview Ave., Orange, VA 22960, must be able to offer the full range of banking services required by this RFP.
2. **Virginia Security for Public Deposits Act:** Offeror must comply with all applicable federal, state and county laws, ordinances, rules and regulations, including but not limited to the Virginia Security for Public Deposits Act (Chapter 2.2-4400 of the Code of Virginia). Bank must be a qualified public depository as defined in the Virginia Security for Public Deposits Act.
3. **Account Requirements:**
 - a. Account Structure: The Town maintains one main checking account through which all activity flows directly.
 - b. Fees: It is the Town’s intent to maintain a compensating balance in its account to support activity costs for banking services. The account will operate on a “target balance” basis, whereby the compensating balance required for banking activity charges will become the target balance. The objective is to maintain the target

balance to support activity charges, based on an average balance over a thirty (3) day period.

c. Account Description: The Town only maintains one (1) bank account.

1) General Checking Account – The General Checking Account is the sole depository account for all of the Town deposits. This includes cash, coin, checks, Automated Clearing House (ACH) debits and credits, electronic payments via ACH, and state and federal grant ACHs and wires. The account will also be debited for outgoing wires, Electronic Funds Transfers (EFTs), and most returned items. Further, there are approximately 2 merchant ID numbers for processing credit card transactions. An ACH deposit is made to this account daily for each merchant ID, provided there is current activity. All checks deposited should be in accordance with the bank’s availability schedule. **Offerors MUST supply a copy of their availability schedule with their proposal.**

2) Payroll Account – The Town pays payroll from the General Checking Account, which includes checks and ACH direct deposit files processed bi-weekly.

4. Deposit Services:

a. The Bank will accept all items delivered to it for deposit into the accounts of the Town, in accordance with the following requirements:

- 1) Funds received by federal or other wire transfer shall be considered immediately available funds.
- 2) Funds received through Automated Clearing House operations shall be considered immediately available funds.
- 3) Federal checks, State checks, and cash delivered by 2:00 P.M. to the bank or its agent shall be considered immediately available funds.
- 4) All other items shall be credited to the Town’s account, not later than the Federal Reserve Bank’s schedule of availability, as indicated in their “Current Operating Circular.”

- b. The Bank shall automatically deposit for collection a second time, any item returned to them for non-sufficient funds (NSF). The Bank shall notify the Town's Chief Deputy Treasurer of all returned checks.
- c. The Bank shall credit the Town's account with the amounts shown on the deposit ticket and make adjusting entries if the tickets vary from the actual amount deposited. The Bank shall notify the Town's Chief Deputy Treasurer of any overage or shortage. Such notification shall include full identification to enable the Treasurer's office to debit or credit the appropriate accounts.
- d. The Bank shall provide the Town with all specialized or proprietary equipment, supplies, maintenance, and other consumable items that the Town may need to conduct this business.
- e. The Bank shall provide Desktop Check Deposit service for the Town to scan and submit check deposits online.

5. Checking Services:

- a. The Bank shall make all payments on, and reconcile all checks drawn on the Town's Account.
- b. The Bank shall provide all cancelled checks monthly, showing the front and reverse image of the paid check. Online access to cancelled checks shall be provided as well.
- c. The Bank shall honor all Town checks for ninety (90) days from the date of issue and then shall stale date all uncashed checks. The Town shall then have the ability to review stale dated checks online and choose to accept or reject these checks.
- d. The Town is interested in discussing how Positive Pay service may be utilized by the Town, as it has not been used to date. If utilized, the Offeror shall provide a description of the steps to be taken to ensure that the

information delivered by file transmission process from the Town to the Offeror is always secure.

- e. The successful Offeror shall include a proposal to allow the Town to accept and process e-checks in a manner acceptable to the Town. The Town may or may not choose to offer this payment option upon execution of the final contract document.

6. Banking Supplies: The Bank shall provide the following at No cost:

- a. Blank deposit tickets to the Town in such quantities as are required from time to time.
- b. Disposable deposit bags to the Town in such quantities as are require from time to time.
- c. Printed checks drawn on the Town's checking account that can be used for emergencies when normal check writing processes are not available.

7. Reconciliation Services: The bank shall provide partial reconciliation services for the account specified in this proposal. Partial reconciliation shall include the following minimum requirements:

- a. Listing of paid items (check numbers in ascending order within its series, total amount paid in series, amount paid per check, and date paid.)
- b. Paid checks shall be available via an on-line service for review and printing by the Town as needed. Access to this imaging system should be via a web-based process and available over the life of the contract, and a minimum of five (5) years after termination of the contract.

8. Monthly Account Analysis: The bank **MUST** supply an account analysis report monthly. The minimum requirements for this report shall be:

- a. Average Book Balance
- b. Average Collected Balance

- c. Average Allowance Rate
- d. Transaction Volumes
- e. Transaction Prices
- f. Earnings Credit Rate

9. Outgoing Wire Transfers:

- a. Internet and telephone access for initiating and processing outgoing wire transactions.
- b. Dual controls are required regardless of method used to initiate the wire.
- c. Wires may be repetitive or non-repetitive, and domestic or international.
- d. Internet access for confirmation of all wires executed, including details. Wire confirmation data should include, but not be limited to:
 - 1) Payer bank and account number
 - 2) Beneficiary bank and account number
 - 3) Dollar amount of wire
 - 4) Reference information
 - 5) Time and date wire was received or executed
 - 6) Confirmation the beneficiary bank received and acted upon the wire instructions.

10. Customer Service: The Bank's ability and desire to provide outstanding customer service is a high priority for the Town. Customer service should include, but not be limited to the following:

- a. Provide two (2) officers of at least a Vice President ("officer") level to be the primary and backup liaison between the Town and the Bank. These officers shall be responsible for conflict resolution between the Town and the Bank. Direct contact information including, but not limited to, telephone, e-mail, and fax should be provided.

- b. Propose and establish a customer service team that will research and provide feedback on routine transactions, including but not limited to wire transfers, debit/credit adjustments, deposits and account reconciliation processing in a timely and courteous manner. The customer service team must be knowledgeable of the Town's account structure and respond to any inquiries by the Town within twenty-four (24) hours.
- c. The officer and key staff for each service shall meet with the Town staff immediately after the contract has been fully executed for a project kick-off meeting. In addition, the officer and key staff should be available for other meetings as required by the Town.
- d. The successful bank shall provide on-site training services to the Town for the operation and use of the bank's services and related automated systems. Training, operating manuals, and on-going support are to be supplied by the Offeror for all services provided.
- e. Any new services and/or related services offered, should be made available to the Town, with associated costs for services to be negotiated at the time of service offer.

B. ACH Processing:

- a. The Offeror shall provide an ACH Bank Draft Payment option for the Town to offer its customers as an alternative method of payment. This service must be submitted through a secure electronic transmission.
- b. The Town also utilizes ACH processing for Town payroll on a bi-weekly basis. Each Offeror shall quote any charges that will be incurred for this service.
- c. The Offeror shall provide a description of the steps taken to ensure that the information transmitted by ACH from the Town to the Offeror is secure.

- d. Offeror shall provide a description and cost, in sufficient detail, of the services that ensure that only authorized ACH transactions are being posted to the Town's bank account.
- e. Interest Rates: Offerors shall indicate in their proposal, how interest rates and Earnings Credit Rates (ECR) are established, and shall give historical figures to indicate what the rates have been. Offerors shall also provide a detailed calculation and explanation of how the ECR is applied to offset banking service fees, and how the interest rate is applied to excess cash balance. Offeror shall describe all monitoring and notification processes that may be available, if any, to assist the Town in determining whether excess cash above the target compensating balance, if applicable, will be reinvested in Repurchase Agreements, or whether a higher yield may be obtained through the current interest rate offered by the bank. An analysis of these two available investment yields will be submitted to the Town semi-annually, to help ensure that the investments of excess funds are maximizing earnings to the Town.

C. Service Group 2: Investment Custody Services:

The Towns currently maintains a small investment portfolio totaling \$500,000 in the Virginia Investment Pool, administered through VML/VACo Finance. As the Town rebuilds its reserve balances, the investment portfolio is expected to grow. The custodian bank will have no responsibility for investing or reinvesting these monies.

D. Service Group 3: Purchasing Card Program:

Overview of Existing Program: The Town currently has a corporate credit card account with a large commercial bank. Approximately 5 cards have been issued to various Town employees at this time, with a maximum limit per card of \$5,000. The Town's credit limit on the current account is \$25,000. The current program provides for in-store and online purchases, but should not be used for general accounts payable applications. The Town is seeking ways to expedite the processing of invoices, and

earn volume rebates on a more structured purchasing card program through its selected banking relationship.

1. Minimum Required services include:

- a. A “branded” (VISA/MasterCard/American Express) purchasing card,
- b. Rebate on purchases made,
- c. User friendly on-line system for the Town’s Program Administrator to code and authorize transactions,
- d. Access to real time activity and make real time changes to accounts and transactions by Town’s Program Administrator,
- e. User friendly on-line administration system for account management. Fields and functionality available to Town’s Program Administrator must include at a minimum the following:
 - 1) All card holder information
 - 2) Transaction limits
 - 3) Merchant codes and groups or ‘strategies’
 - 4) Transaction overrides
 - 5) Reports (minimal)
 - *Card holder listing
 - *Vendor listing/usage reports
 - *Transaction listings
 - *Account changes
 - *Usage by cardholder for various time periods
 - *Usage by MCC code/category
 - *Usage by date/time period
 - *MCC category/strategy listing
- f. Payment turnaround on the monthly card program statement must be at least 30 days.

E. Other:

Offerors are encouraged to provide a description of any additional services available that would enhance the Town's banking or investment management process, or be of benefit to the Town. Examples include: applications that ease the use of taxpayers and/or employees, or applications that improve account management and reporting. Discussions of these initiatives should include such things as innovation, flexibility, control, communication, commitment, problem solving, customer service, cost, and relationship management.

III. MINIMAL QUALIFICATIONS:

To be considered for selection, proposing banks must meet the following minimum qualifications:

1. Be a federally chartered bank.
2. Have five (5) years similar governmental banking experience for similarly sized governments and have the capacity to provide all services described herein.
3. Be adequately capitalized to meet the Town's cash management needs. Be a qualified public depository for public funds in the Commonwealth of Virginia and conform to all Code of Virginia requirements. Deposits must be protected by Federal Depository Insurance and collateral held under the provision of the Virginia Security for Public Deposits Act (the "Act") Section 2.2-4400 et. seq. Investments must comply with the Virginia Investment of Public Funds Act, Section 2.2-4500 et. seq.; conform with the Uniform Commercial Code – Bank Deposits and Collections, pursuant to Virginia Code Section 8.4 and Bank Franchise Tax under Section 58.1-1200.
4. All proposals must meet, or exceed, the requirements contained herein. All Offerors shall submit a proposal demonstrating their capability to render the following required banking related services needed by the Town. They have been divided into three service groups, General Banking, Investment Custody Services, and Purchasing Card Program.

5. Offerors are encouraged to submit proposals as bundled offerings and individual service components. The Town will award contracts to the best overall proposal or combination of proposals, deemed to be in the best interest of the Town. The Town may also consider additional services that may be offered, or may decide not to award one or more of the services.

IV. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

A. GENERAL INSTRUCTIONS:

1. RFP Response: In order to be considered for selection, offerors must submit a complete electronic response to this RFP. **One (1) original, clearly labeled “ORIGINAL” and one (1) copy, clearly labeled “COPY”** of each proposal must be submitted.
2. PROPOSAL PREPARATION:
 - a. The purpose of the proposal is to demonstrate the qualifications, competence and capacity of Offerors seeking to provide comprehensive banking services in conformity with the requirements of this RFP. As such, the substance of proposals will carry more weight than their form or manner of presentation. Proposals should demonstrate the qualifications of the staff to be assigned to this engagement. It should also specify the Offeror’s approach to meet the RFP requirements. The well prepared proposal will address each of the items outlined in the RFP. The proposal should be prepared concisely to provide a straightforward description of the Offeror’s capabilities to satisfy the requirements of the RFP. The submitted proposal shall form an integral part of the resulting Contract, by reference. Offerors should therefore exercise extreme care in describing what services are included in, or excluded from the proposal.
 - b. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. ***Failure to submit all information required may result in the Town requiring prompt submission of missing information, and/or giving a lowered evaluation of the proposal. Proposals***

which are substantially incomplete or lack key information may be rejected. Mandatory requirements are those required by law or regulation, or are such that they cannot be waived and are not subject to negotiation.

- c. Proposals shall be organized in the order in which the requirements are presented in the RFP. The proposal should contain a table of contents which cross references the RFP requirements, and all pages of the proposal shall be numbered. Information which the Offeror desires to present that does not fall within the requirements of the RFP, should be inserted at an appropriate place, or be attached at the end of the proposal, and designated as additional material. *Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find there the RFP requirements are specifically addressed.*
- d. Proprietary Information: Trade secrets or proprietary information submitted by an Offeror in connection with this solicitation shall not be subject to disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of this section, prior to, or upon submission of the data or other materials, and must clearly identify the data or other materials to be protected, and state the reasons why protection is necessary. Offerors shall not mark sections of their proposal as proprietary if they are to be part of the basis of an award of the contract, or are otherwise of a “material” nature. Any proprietary information must be listed on the attached “Proprietary/Confidential Information Identification” form (Attachment C), and submitted with the proposal.
- e. The Town of Orange shall not be responsible for any expense incurred by the Offeror in preparing and submitting a proposal, or expensed incurred related to subsequent inquiries/interviews and contract negotiations. All proposals submitted shall become property of the Town.
- f. Proposals shall be delivered as an electronic document. The subject/title line shall identify the project and closing date. Only electronic documents sent or delivered as indicated in this RFP shall be considered. Proposals must be sent to the Finance Department at directoroffinance@townoforangeva.org no later than

5:00 PM, local time, on the date specified for receipt of proposals. The intent of using electronic submissions is to reduce the use of paper, and to provide a faster, more electronic approach that would qualify Offerors to be selected for interviews. Offerors so selected may be asked to make a formal presentation of their qualifications and job approach, and may be selected for final negotiations of a contract.

3. **TIMELINE:**

Proposal Calendar: The following is a list of key dates, up to and including the date proposals are due to be submitted.

a. RFP issued	January 24, 2020
b. Deadline for questions	February 6, 2020
c. Deadline for issuing Addenda	February 13, 2020
d. Proposals due by 5:00 PM	February 24, 2020
e. Selected Offeror(s) notified/interviewed	March 10, 2020
f. Contract award (approx.)	March 31, 2020.

V. **EVALUATION CRITERIA:** (Listed in order of Importance)

Each proposal will be evaluated based on the following published criteria, including compliance with the RFP instructions and the mandatory terms and conditions set forth within the RFP document. The objective of the evaluation will be to select the Offeror who, in the sole discretion of the Town, offers the best value and fit for the needs of the Town. Each proposal will be evaluated on the following criteria:

1. Demonstrated ability of the bank to comprehensively meet all services detailed in the RFP. Proven banking service capabilities, including the ability to expand capabilities and tasks described in the proposal, and to provide additional services not currently being requested.
2. Experience, technical expertise, professional competence and qualifications of proposed personnel assigned to provide the services. Comparable experience in governmental banking activities.

3. Quality Controls in place to ensure high quality service; the understanding of the Town's needs and any special processes which the bank feels may increase its ability to perform the contract.
4. Cost of Services. Cost of services will be considered based on each service provided, as well as the cost of services in total. Any banking services and documents not detailed on the proposal pricing forms shall be provided to the Town at no cost. Such services include the availability of bank staff to consult with Town staff concerning bank service performance. Such documents will include, but are not limited to deposit slips, advices, stop payment forms, cashier's checks and money bags. Offerors shall list any other free goods and services which may be available to the Town.
5. Submitted proposals must contain all requirements, as set out in the RFP.

VI. EVALUATION PROCEDURES AND AWARD OF CONTRACT:

A. EVALUATION PROCEDURES:

1. Proposals will be evaluated, and interviews scheduled with selected Offerors in accordance with the "*Competitive Negotiation for non-professional services*" method, as outlined in the Virginia Public Procurement Act. A numerical evaluation will not be used, but rather the decision will be based on the respective strengths and/or weaknesses of the Offerors, perceived by the Evaluation Committee. The Town may require a formal presentation from a short-listed group of Offerors, and intends to negotiate with two or more Offerors, depending upon the result of this solicitation. As allowed under the Code of Virginia, if in the opinion of the Evaluation Committee, one offer is clearly more highly qualified, negotiations may be held with only that Offeror.
2. The Evaluation Committee will be comprised of users and potential users from various Town Departments. The Town Staff will evaluate and rank the proposals, using the evaluation criteria stated above, and negotiate a contract in accordance with the process for competitive negotiation described in Section 2.2-4302.2 of the Virginia Public Procurement Act (VPPA) for non-professional services.

B. AWARD OF CONTRACT:

The Town will award the contract on the basis of competitive negotiation with the most qualified Offerors, consistent with the Virginia Procurement Act, Section 2.2-4300. Contract awards may be made to more than one Offeror, if in its sole discretion, this is deemed to be in the best interest of the Town.

Selection shall be made of two or more Offerors, deemed to be fully qualified and best suited among those submitting proposals, on the basis of the evaluation factors included in the RFP, including price, if so stated. Negotiations shall then be conducted with the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After conducting negotiations with this group of Offerors, The Town shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror.

VII. CONTRACT TERM:

Contract terms will be for five (5) years, and may be renewed by the Town, upon written agreement by both parties, for five (5) additional one year periods, and at a reasonable time (approximately 60 days) prior to the expiration.

Pricing for the additional renewal years may be negotiated, but at no time will a single year unit price increase more than the percentage increase of the Financial Services category, all urban consumers, not seasonally adjusted, CUUR0000SEGD05, of the Consumer Price Index (CPI) of the United States Bureau of Labor Statistics for the latest twelve (12) months for which statistics are available. The source for this index shall be <http://www.bls.gov/cpi>.

VIII.

ATTACHMENTS

**ATTACHMENT A
SIGNATURE SHEET**

To receive consideration for award, this signature sheet MUST be returned to the Contract Officer, as it shall be part of your response:

Offeror has examined copies of all the Proposal Documents, including the following addenda:

Date:	Number:
_____	_____
_____	_____
_____	_____

Signature Requirement: My signature certifies that this bid/proposal as submitted complies with all Terms and conditions as set forth in this RFP.

My signature further certifies that this bid/proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a bid/proposal for the same services, supplies or equipment, and is in all respects fair and without collusion or fraud. I understand that collusion is a violation of the Virginia Governmental Fraud Act and Federal Law, and can result in fines, prison sentences and civil damages awards. I agree to abide by all conditions of this bid/proposal, and certify that I am authorized to sign this bid/proposal for the Offeror.

By signing this bid/proposal, Offeror certifies that they are not currently debarred by the Commonwealth of Virginia or any County, City or Town from submitting bids/proposals for the type of services covered in this RFP, nor are they an agent of any person or entity that is currently so debarred.

If there are any parts of the terms and conditions that your company cannot meet, please provide specific information on an attached page.

Complete Legal Name of Company: _____

Address: _____

Signature: _____ Date: _____

Name: (type of print): _____

Official Title: _____

Federal Tax ID Number: _____

Telephone Number: _____ Fax Number: _____

E-Mail: _____

ATTACHMENT B

REFERENCES

Please provide a minimum of three (3) recent accounts/references, either governmental (preferably) or commercial that your company is servicing, has serviced or has provided similar services. Indicate length of the service provided and the name, address and telephone number of the point of contact.

Company: _____ Contact: _____

Phone: _____ Email: _____

Dates of Service: _____ Service Provided: _____

Company: _____ Contact: _____

Phone: _____ Email: _____

Dates of Service: _____ Service Provided: _____

Company: _____ Contact: _____

Phone: _____ Email: _____

Dates of Service: _____ Service Provided: _____

