

**TOWN OF ARLINGTON**  
730 MASSACHUSETTS AVENUE  
P.O. BOX 210  
ARLINGTON MA 02476  
REQUEST FOR BANKING SERVICES



**Town of Arlington**  
**Massachusetts**  
REQUEST FOR PROPOSAL

RFP # 14-51 - BANKING SERVICES



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**Town of Arlington  
Massachusetts**

**REQUEST FOR PROPOSAL**

The Town of Arlington is seeking proposals from qualified financial institutions for professional services for the following:

**RFP # 14-51 - BANKING SERVICES**

Financial institutions must be full service banking institutions with demonstrable experience in municipal banking. The Town will pay for these services on a direct fee basis. The intended duration of the contract is: 3 years.

Proposals are invited and will be received by the Town Manager, on behalf of the Town Treasurer, Town of Arlington, MA on or before **March 9, 2015, no later than 4:00 o'clock p.m.**, at the Purchasing Department, Town Hall Annex, 730 Massachusetts Avenue, Arlington, MA 02476-4908.

Four (4) sealed copies of proposals shall be submitted, and a separately sealed envelope for the price proposal. Only one (1) copy of the price proposal (Appendix –A) is required. All envelopes shall be clearly marked:

**RFP # 14-51 - BANKING SERVICES.**

Proposals delivered after the appointed time and date will not be considered.

General information, proposal instructions, the scope of work, and an electronic copy of this RFP, are available at the Purchasing Department (781) 316-3003.

Further information relative to this proposal request can be obtained by forwarding your questions to: Stephen J. Gilligan, Town Treasurer & Collector of Taxes, P.O. Box 210, Arlington MA 02476, or fax number (781) 316-3039, Direct line 781-316-3031, email to: [sgilligan@town.arlington.ma.us](mailto:sgilligan@town.arlington.ma.us) with “Banking Services RFP” written in the subject line.

The Town Treasurer reserves the right to cancel any request for proposals, to reject in whole or in part any and all proposals submitted when it is deemed in the best interest of the Town of Arlingotn to do so.

TOWN OF ARLINGTON

Adam W. Chapdelaine  
Town Manager

January 8, 2015

The Treasurer of the Town of Arlington, Massachusetts (the Town), through the office of the Town Manager, is seeking formal information from qualified firms to provide banking services. The Town will require the selected firm to provide these services for a period of three (3) years.

Responses are due in the Office of the Town Manager, 730 Massachusetts Avenue, Arlington, MA 02476 on **March 9, 2015**. The notice of intent to award will be issued on April 30<sup>th</sup>, 2015. The Town of Arlington reserves the right to negate all responses and enact a non-award condition. The opening of the responses is not public. The responses must be submitted in a separately sealed envelope, so marked; this envelope shall contain separate envelopes for a pricing response and a technical response. The pricing response will require one (1) hard copy and an electronic copy. The technical responses will require 4 hard copies and an electronic copy, preferably CD-Read-Only. No reference to pricing fees in the technical response will be accepted. **Failure to comply with this stipulation will cause the response to be removed from consideration.**

The RFP has been constructed so that responders **must** provide their answers directly below the questions asked or where specific items of information are required. The Town of Arlington Review Committee will not be searching a vendor's response to the RFP if it is not found in the proper location. It is strongly suggested that marketing or promotional materials be provided in a clearly identified section in the vendors response. Failure to conform to this requirement will result in the vendor's response being viewed as non-responsive.

An interview may be requested with any respondent during the evaluation of the responses. Respondents will be interviewed at Town Hall, Arlington, MA. The Town of Arlington is located in Middlesex County, approximately 7 miles northwest of Boston, and has a population of approximately 42,839 residents according to the most recent U.S. census. The Town has a representative town meeting form of government, administered by a Town Manager, who is appointed by a Board of Selectmen.

The Town Treasurer is responsible for the day-to-day operations of the Town's banking operations

## I. REQUEST FOR PROPOSAL

The Town of Arlington requests proposals for banking services from qualified, full service banking institutions with demonstrable experience in municipal banking. The Town will pay for these services on a direct fee basis.

Banking institutions must have office's within the Commonwealth of Massachusetts and must be able to provide the full range of banking services described in this document, must meet all minimum criteria, and must submit a complete proposal. Banks submitting a proposal must be familiar with and be able to comply with all Massachusetts General Laws pertaining to municipal banking regulations.

### Key Dates For This Proposal

RFP Issued	<b>Monday, January 5, 2015</b>
Deadline for submitting questions on the RFP	<b>Tuesday, January 20, 2015</b>
Town of Arlington responses to questions	<b>Friday, February 6, 2015</b>
Responses due	<b>Monday, March 9, 2015</b>
Contract Award date	<b>Thursday, April 30, 2015</b>
Service Commencement Date	<b>To be determined</b>

## II. TERMS AND CONDITIONS

The Bank's bid will remain in effect for a period of 90 days from the deadline for the submission of proposals, or until it is formally withdrawn, a contract is executed or this RFP is canceled, whichever occurs first.

**The contract will cover a period of three years. The approximate start date will be September 1, 2015 and ending September 1, 2018. The Bank must be able to provide all services on the agreed upon start date. . Proposal forms will be incorporated into the contract.**

The Town Treasurer has the option to cancel the contract during the contract period providing that written notice is given by certified mail ninety (90) days prior to the effective termination date.

The Purchasing Agent shall cancel the contract if funds are not appropriated or otherwise made available to support continuation of performance in any fiscal year succeeding the first year.

The Bank must comply with all laws, bylaws, and regulations of the Commonwealth of Massachusetts.

The Town also reserves the right to divide the banking services described in this RFP among more than one financial institution responding to the RFP.

### III. EVALUATION OF PROPOSAL

The Town Treasurer will evaluate all proposals in accordance with MGL Chapter 30B. Final selection will be based upon an evaluation and analysis of the information and materials provided, as required under the RFP. The Town reserves the right to consult any banking industry publications to verify information supplied in the proposals.

If the Offeror cannot provide a service as it is described in Section V - Service Specifications, but believes it can offer equivalent or superior services by some other means, the Offeror must identify the mandatory specifications, state that it is offering an alternative, and provide a description of the proposed alternative. The proposal should describe the alternative thoroughly and should clearly state how the alternative achieves equivalent or superior performance or results.

The Town will only award a contract to a responsive and responsible proposer(s). The Town may require additional information to insure that the Bank has the resources to perform the required services. The Town reserves the right to reject any and all bids if it determines that the criteria set forth have not been met.

**The following rating system will be used in the evaluation of the proposals. The maximum number of points a responder may receive is 100. The ratings of Highly Advantageous, Advantageous, Not Advantageous, and Unacceptable will be used to measure the relative merits of each Non-Price Proposal that has met the Minimum Evaluation Criteria described above. Points that will be assigned to each category are listed below.**

1. Responses to Comparative Selection Criteria (40)
2. Overall Quality of Response (20)
3. Technological capabilities and utilization (10)
4. Cost of Services (15)
5. Reference's Evaluation (15)

**Highly Advantageous = 4 points**  
**Advantageous = 2 points**  
**Not Advantageous = 1 point**  
**Unacceptable = 0 points**

#### **Minimum Evaluation Criteria**

1. The submission of information and forms identified in **Section IV: Instructions**.
2. The submission of Non-Price and Price proposals in the format and by the deadline noted in **Section IV: Instructions**.

Those proposals which do not meet the Minimum Evaluation Criteria will be deemed Non-Responsive and will not be considered.

#### **Comparative Evaluation Criteria**

The ratings of Highly Advantageous, Advantageous, Not Advantageous, and Unacceptable will be used to measure the relative merits of each Non-Price Proposal that has met the Minimum Evaluation Criteria described above.

**Highly Advantageous:** A proposal that, in written form, includes all completed form submittals, fully describes each service or function, and thoroughly meets all minimum requirements in the RFP, and exceeds the minimum Evaluation Criteria described above.

**Advantageous:** A Proposal that includes all completed forms, specifications, and submittals, fully describes each service or function, and thoroughly meets all minimum requirements in the RFP.

**Not Advantageous:** A proposal that clearly does not meet a majority of the minimum requirements in this RFP, or because of vagueness or lack of information may not allow a full understanding of the proposer's description of services.

**Unacceptable:** A proposal that clearly does not meet any of the minimum requirements in this RFP, or because of vagueness or lack of information does not allow a full understanding of the proposer's description of services.

All proposals will be evaluated based on the ability to meet the required specifications as well as capability, integrity, reliability, and reputation to meet the contract requirements.

## IV. INSTRUCTIONS

1. Four (4) **separate** envelopes, three (3) containing the non-price technical proposal marked "Proposal Banking Services (Non-Price)" of which one (1) envelope will include a CD, or flash drive/USB media storage device containing all bid response documents; and one (1) containing the Price Proposal marked "Price Proposal-Banking Services", must be received by Domenic Lanzillotti, Purchasing Agent, at the Purchasing Department, Town Hall Annex, 730 Massachusetts Avenue, Arlington, MA 02476 prior to 4:00 o'clock p.m. **March 9, 2015.** Chapter 30B requires that price proposals be separate from technical proposals. Therefore, **please make no reference to pricing in the non-price technical proposal.** Failure to adhere to this requirement will result in disqualification. It is the sole responsibility of the bank to insure that the proposal arrives on time at the designated place.
2. The signature of the authorized bank official (s) must be provided on all the proposal forms.
3. The Banking Services Proposal-Non-Price must include Comparative Evaluation Criteria (Section VII), Minimum Evaluation Criteria (Appendix B), Required Documentation (Appendix C), and Certification (Appendix D). Accuracy and completeness are essential. The successful proposal will be incorporated into a contract; therefore, Offerors/bidders should not include services, processes, commitments, and/or make claims that they are not prepared to commit to contractually.
4. The Price Proposal- Banking Services must be submitted on a Fee Schedule (Appendix A). Years One, Two and Three must be completed. No substitute forms will be accepted. Pricing must remain firm.
5. Failure to answer any question, to complete any form or to provide the documentation required would be deemed non-responsive and result in automatic rejection of the bid unless the Town determines that such failure constitutes a minor informality, as defined in Chapter 30 B.
6. All interpretations of the RFP and additional instructions will be in the form of written addenda to the RFP. Questions and request for clarification should be submitted in writing to Stephen J. Gilligan, Town Treasurer, P.O. Box 210, Arlington MA 02476, or fax number (781) 316-3039, and/or email to: [sgilligan@town.arlington.ma.us](mailto:sgilligan@town.arlington.ma.us) with "Banking Services RFP" written in the subject line. Any information that is sent to one bank/responder will be available to all banks/ responders. To receive the

responses to any questions that other proposers have submitted, send the name, address, telephone number and fax number of the person to whom the information should be sent within the body of the Response.

- 7. The RFP has been constructed so that responders must provide their answers directly below the questions asked or where specific pieces or information are required. The Town of Arlington Review Committee will NOT be searching a vendor's response to the RFP if answers are not found in the proper location. It is strongly suggested that marketing or promotional materials be provided in a clearly identified section in the vendors response completely separate from the main body of information. Failure to conform to this requirement will result in the vendor's response being viewed as non-responsive.**

## **V. SERVICE SPECIFICATIONS**

This section details the current banking system and the transactions for each account. The Town intends to maintain this system. Pricing should be based on these specifications. The volumes listed in Appendix A are based on fiscal year 2012, 2013 transactions. The actual volume may be greater or smaller.

**Account Structure:** The Town's account structure includes separate accounts for deposit and disbursement accounts. Deposits are made to various accounts including Depository, Lockbox, Arlington High School General Fund, and Arlington Rehab Program. Disbursements are made from the following accounts: one Payroll account and one Vendor account. The deposit accounts shall all be interest bearing or ECR earning. The Town requires full collateralization and/or full (100%) insurance for all deposits of its funds.

### **GROUP 1: OPERATING ACCOUNTS**

Based upon the descriptions listed below, and all descriptions of services, procedures, and operations within this Request For Proposal, all offerors/bidders must confirm in writing that these requirements and specifications will be fully met by the banking services they offer/provide, unless stipulated otherwise as detailed in Section III "Evaluation of Proposal".

### **DEPOSIT ACCOUNTS:**

#### **DEPOSITORY ACCOUNT:**

**Receipts:** All deposits are made to the Depository Account with the exception of the Arlington Rehab, Arlington High General Fund, and Lockbox. Currently thirteen other departments (twelve locations) and the Armstrong Ambulance billing service also deposit funds directly to the bank using special deposit tickets, which are coded for their department. The deposits must appear on the daily transaction statement coded so that the Town can identify all deposits by location number. Commonwealth of Mass payments are made electronically to this account. Other receipts include transfers from other banks and wire transfers for federal grants. The school cafeteria employees deposit daily receipts in the night deposit (Eleven locations) usually between 2:00 PM and 4:00 PM. Zero Balance receipts are also received from the Merchants Services Account, Payroll, Vendor, Web and Official Payments accounts. All are zero balance accounts. This account is on Deposit Reconciliation.



**Disbursements:** Funds are transferred daily from the Depository Account to fund the Payroll, and Vendor payment zero balance accounts. Other disbursements may include investment wire transfers, debt and interest payments, direct debits, and other Town obligations. The Town currently issues a weekly payroll (Town employees), and two (2) bi-weekly payrolls (School Department and Fire Department on alternating weeks) each week; and monthly payrolls, all usually dated Friday, and end of month; plus occasional payrolls for special payments two or three times per year. During holiday weeks, the payroll may be dated on another day. The Bank shall transfers the full amount of the direct deposits and taxes from the Depository Account on the effective date. Monthly fees are transferred from the Credit Card Account via zero balance.

**PAYROLL ACCOUNT: Zero Balance Account**

This account is on a Positive Pay daily match and Account Reconciliation Plan (ARP) with weekly check issue information transmitted to the bank via data transmission prior to check date. The bank transfers the amount of checks clearing from the Depository Account to the Payroll Account daily utilizing the zero balance.

**VENDOR ACCOUNT: Zero Balance and Controlled Disbursement account**

This account is on a Positive Pay daily match and Account Reconciliation Plan (ARP) with check issue information transmitted to the bank via data transmission prior to check date. The Town issues two or three warrants weekly. The bank transfers the amount of checks clearing from the Depository account to the Vendor account daily utilizing the zero balance features.

**MERCHANT SERVICES / CREDIT CARD ACCOUNT: Zero Balance Account**

The following Town departments are currently utilizing credit cards at: the Recreation Department, School Department, and Human Services Department. Other departments may be added at the discretion of the Town Treasurer. The bank transfers the amount of these transactions/deposits to the Depository account utilizing the zero balance features. Fees are currently a direct debit to this account, which transfers to the Depository account utilizing the zero balance features. Credit Card utilization may increase by Town departments. Credit Card fees and surcharges must be shown as a separate transaction.

**WEB ACCOUNT :** This is a zero balanced account. Currently maintained for MCC.

**E – PAYABLES ACCOUNT:** There are weekly transfers into this account and Bank of America debits this account every 2 weeks.

**ACI-WORLDWIDE / OFFICIAL PAYMENTS ACCOUNT:** This account is for credit and debit card receipts from Official Payments and is used only by the Treasurer’s office. **No fees are debited from this account.**

**CONTROLLED DISBURSEMENT:**

The Town is currently utilizing this service to receive early morning reporting of daily check clearing totals for our Vendor account to maximize control over funding and analyze our disbursement activities.

**GROUP 2: RETIREMENT ACCOUNTS**

**RETIREMENT PAYROLL ACCOUNT**

This account is on a Positive Pay daily match and Account Reconciliation Plan (ARP) with one payroll per month on the last business day and provides deposit and check issue information to the bank via data

transmission. Account funding is made via wire transfer from the retirement trust fund currently at State Street Bank. This account is also used to fund federal taxes.

## **RETIREMENT EXPENSE ACCOUNT**

This account is used for retirement payroll deduction checks and expense checks. Account funding is made via wire transfer from the retirement trust fund currently at State Street Bank. Transfers of monthly Federal taxes are made to this account monthly.

## **VI. OTHER SERVICES**

### **1. COURIER SERVICE – Via Armored Car**

The Bank shall provide courier services for daily pickup of the town's deposits from the Office of the Treasurer at Town Hall and weekly pickup from parking meters (currently four) in two centrally located municipal parking lots. **Funds to be delivered to the bank.** It is preferred that Courier Service be billed through the banking institution.

### **2. DEPOSIT TIMES AND LOCATIONS of Armored Car Couriers**

The daily courier service shall pick up the cashier's deposits **no later than one o'clock p.m.** each day with the exception of **Friday**, which pick-up shall be **no later than twelve o'clock noon** as the Town Hall closes at 12:00. Cashier's deposits must be delivered to the Bank in order for the Town to receive same day deposit credit.

### **3. COIN PROCESSING – Via Armored Car Courier**

The courier shall weekly pick up coin and paper currency from our four parking meters at least once a week. The courier shall deposit the bags directly to our bank making out a deposit ticket equal to the tape produced from the parking meter machines. The Bank shall credit these amounts to the Depository account. The Bank then shall count and/or send the bags to a coin counting facility, then verifying the amounts making adjustments as necessary.

### **4. PAYROLL TAX DEPOSITS**

The Town currently pays federal and state payroll taxes by electronic payment via an Internet Money Manager Website. The selected bank must be able to provide a similar on-line service.

### **5. OVERDRAFTS**

The Town does not intentionally overdraw accounts. If, however, an account is overdrawn, the Bank must honor all checks presented. No Town issued checks are returned unless payment was stopped.

### **6. BALANCE REPORTING**

The Bank shall enable the Town to access the daily account activity by 8:00 A.M. for all accounts designated via an on-line cash management system as well as receiving a daily fax summary for designated accounts. The Bank shall enable the Town to maintain these methods for receiving account information in addition to monthly hard copy bank statements for each account. The Bank shall enable the Town to have the capability to process wire transfers for tax withholding deposits and investments utilizing the Internet based system.

## **7. STATEMENTS**

The Bank shall provide the Town with monthly bank statements for all accounts, which must be received by the 10<sup>th</sup> of the following month. Bank statements must also be able to be viewed and printed via an on-line cash management system. The bank shall describe in detail its policy on maintaining all bank records belonging to the Town. The Bank shall provide all statements via Online Access or other digital media in addition to hard copies as required, above.

## **8. ACCOUNT RECONCILIATION PLAN (ARP)**

The Town and Retirement accounts for Payroll and Vendor checks are on a “daily match” Account Reconciliation Plan (ARP). The monthly reports that the Town receives from the Bank include checks issued, paid, stopped, voided and outstanding. Special reports may also be requested from the Town during the year where the outstanding check information is sorted in payee identification order. These reports are and must be also included on the CD Rom with the check images received monthly by the Town. The Bank shall provide the Town two-sided check images, place stop payments, void checks and manual issues via the online cash management system.

## **9. CHECK STORAGE AND RETRIEVAL**

The Town utilizes a monthly bank check copying, storing and retrieval process that produces the front and back images of each check on an optical compact disk for our Payroll, Vendor, and Retirement payroll accounts. Each month the bank will send to the Town a monthly CD ROM or DVD of all checks paid and ARP reports for that period. The bank will retain custody of the actual canceled checks in accordance with the Records Retention requirements of the Commonwealth of Massachusetts. During conversion, the Town shall require that the Bank hold the canceled checks until the imaging system is working. Other bank items such as debit memos will be returned each month with the bank statement.

## **10. EMPLOYEE CHECK CASHING**

Town employees shall be allowed to cash Town paychecks in the winning banks location in Arlington or elsewhere. Employees shall not be required to have an account at the bank nor pay fees for cashing any Town of Arlington checks.

## **11. ACH ORIGINATION SERVICES**

The Town currently utilizes Direct Deposit for payroll and retirement benefits. A description of the bank’s program and pricing is required in the proposal.

## **12. WIRE TRANSFERS**

The Town makes wire transfers of funds either from its principal bank to other banking institutions, or from other institutions, into the principal bank. Outgoing wire transfers requested by the Town must be executed within one hour after notification by the Treasurers office through the computer terminal, by telephone, or by fax if necessary.

## **13. ON-LINE BANKING.**

The Town requires certain on-line banking functionality, including: The ability to look up checks outstanding and paid, place stop payments, void checks, manual issues and view front and back images of paid checks. ACH fund transfers to other institutions; transfer funds between accounts at the Principal bank, look up account balances; make federal and state tax payments. The Town would also have the capability to create time specific reports related to the above.

#### **14. INTERNET PAYMENTS: Optional-For Non-Treasury Departments**

The Town requires the ability to process water, real estate, motor excise and parking payments on-line through our website. The transaction fee must be passed directly to the customer. The transaction fee and/or service charge shall be charged as a separate transaction from the tax or bill being so paid. Additional payment-types may be added from the above.

#### **15. REMOTE CAPTURE Optional:**

The Town shall have the capability of capturing checks and payment coupons via remote capture in the Treasurer's office. The bank shall provide monthly backup on CD Rom. The bank should include operational information within the bid response, and pricing within Pricing response, in the proposal.

#### **16. CREDIT CARDS Optional**

The Town shall be able to process credit card payments for real estate, water, excise and parking. The fee for this service shall be passed to the taxpayer via a separate transaction. Please note, the Town currently utilizes credit card payments for Recreation and the School department, Credit and Debit cards for the Treasurer's office and those costs are charged directly to the department. Each departments fee's needs to be differentiated from the other departments. This practice will continue.

#### **17. LOCKBOX:**

The Bank shall provide a lock-box system for the Town's collection process. The Lock-Box will process payments for deposit on the same day received for all checks that correspond with particular bill. The Bank, will deliver by 10AM every business day, to the Treasurer's office, within twenty hours of their initial receipt of a lockbox payment all non-corresponding checks for local processing by the Town. The Bank will forward daily copies of all normal remittances, rejected payments and accompanying data to the Town for internal processing. The Bank will collect remittances from the Town daily and process these remittances for deposit on the same day. Daily reports by category are required. If customers require a returned receipt with their payment, the Lockbox Company must accommodate this request. Electronic upload of all Arlington tax payments into Arlington's ICS collection system or any replacement system is required.

### **VII. COMPARATIVE EVALUATION CRITERIA**

**Each of the following questions pertains to requirements listed in this R.F.P. These questions will be applied to all Technical Proposals submitted. Each question will receive one rating of either Highly Advantageous, Advantageous, Not Advantageous or Unacceptable. The rating each question receives will be used to compile a composite rating for each Proposal, to be used in the Selection Process segment of this R.F.P. If any question receives a rating of "Unacceptable" that proposal will be REJECTED.**

**Question #1: What is the rating for your Bank's Community Responsiveness?**

**Highly Advantageous – Composite Score is Outstanding**

**Advantageous- Composite Score is Satisfactory**

**Not advantageous- Composite is in need Improvement**

**Unacceptable- Not in compliance**

**Question #2 : What is the Banks Return on Average Assets**

<b>Highly Advantageous</b>	<b>&gt; than 1.25%</b>
<b>Advantageous</b>	<b>.75% thru 1.25%</b>
<b>Not Advantageous</b>	<b>.5% thru .75%</b>
<b>Unacceptable</b>	<b>&lt; than .5%</b>

**Question #3: What is the Banks Return on Average Equity**

<b>Highly Advantageous</b>	<b>&gt; than 10 %</b>
<b>Advantageous</b>	<b>7.5% thru 10%</b>
<b>Not Advantageous</b>	<b>&lt;7.5%</b>
<b>Unacceptable</b>	<b>&lt; 0%</b>

**Question #4: Ratio of Non-performing loans to Gross loans**

<b>Highly Advantageous</b>	<b>&lt;than 1.0 %</b>
<b>Advantageous</b>	<b>1.00%-1.75%</b>
<b>Not Advantageous</b>	<b>1.75%-2.5%</b>
<b>Unacceptable</b>	<b>&lt; 2.50%</b>

**Question #5: Veribank Rating**

<b>Highly Advantageous</b>	<b>Green/3 stars</b>
<b>Advantageous</b>	<b>Green/ 2 stars</b>
<b>Not Advantageous</b>	<b>Yellow/2 stars</b>
<b>Unacceptable</b>	<b>Red</b>

**Question #6: Provide 5 Municipal References**

<b>Highly Advantageous</b>	<b>References are of uniformly high quality</b>
<b>Advantageous</b>	<b>References are generally good with certain qualifications</b>
<b>Not Advantageous</b>	<b>References have raised serious questions regarding its performances</b>
<b>Unacceptable</b>	<b>References are of low quality</b>

**Question #7: Experience providing full-service government banking operations**

<b>Highly Advantageous</b>	<b>Greater than 7 years</b>
<b>Advantageous</b>	<b>Between 5 years and 7 years</b>
<b>Not Advantageous</b>	<b>Between 2 years and 5 years</b>
<b>Unacceptable</b>	<b>Less than 2 years</b>

**Question #8: Number of Municipal References whose operating budgets are between \$50,000,000 and \$100,000,000**

<b>Highly Advantageous</b>	<b>3 References</b>
<b>Advantageous</b>	<b>2 References</b>
<b>Not Advantageous</b>	<b>1 Reference</b>
<b>Unacceptable</b>	<b>0 References</b>

**Question #9 : Will the responder allow Town of Arlington to continue utilizing F.I.S as their lockbox provider?**

<b>Highly Advantageous provider</b>	<b>Responder will allow Arlington to continue using their current lockbox</b>
<b>Advantageous provider</b>	<b>Responder will provide equivalent capabilities with a different lockbox</b>
<b>Not Advantageous provider</b>	<b>Responder will allow Arlington to continue using their current lockbox</b>
	<b>With higher costs or less capabilities</b>
<b>Unacceptable</b>	<b>Responder will require Arlington to use alternate provider with less capabilities</b>
	<b>Or higher costs</b>

**Question # 10: What is the level of disaster recovery within the responders lockbox operations**

<b>Highly Advantageous</b>	<b>Both the Banking Institution's lockbox operation and the Disaster Recovery Lockbox facility are located in Massachusetts in close proximity to Arlington</b>
<b>Advantageous</b>	<b>The Banking's Institution's Lockbox operation is located in Massachusetts. It's Disaster Recovery Lockbox facility is located elsewhere in New England</b>
<b>Not Advantageous</b>	<b>Both the Banking Institution's Lockbox operation and Disaster Recovery Lockbox Facility are not in Massachusetts but both are in New England</b>
<b>Unacceptable</b>	<b>Both the Banking Institution's Lockbox operation and the Disaster Recovery Lockbox Facility are both located outside Massachusetts and outside of New England</b>

## Technical Capabilities of Proposer

1. Internet and Telecommunication Access –
  - a. Telecommunication and Data access with Responders Staff and Respondent's systems.
    - i. Respondent to provide individual telephone numbers and group telephone numbers for all Respondents employees supporting Town of Arlington
    - ii. Respondent will provide all alternative methods of telecommunication access for its staff and systems.
    - iii. Respondent will detail any data requirements to Town for data access or integration
  - b. Staff changes and deletions
    - i. Identification of all management levels assigned to support the Town of Arlington to include phone number, email id and physical location of all Respondent management personnel, their back-ups and any designated sub-contractors
      1. Operations
      2. Invoices / Analysis
      3. Technology Services
      4. Customer Services
    - ii. Respondent will describe method and schedule of notification changes to Respondents organization
  - c. Customer Service
    - i. Respondent will provide detailed description of their customer service operation and internal procedures
    - ii. Respondent will state their committed response times to customer inquiries
    - iii. Respondent will show their current staffing levels and the impact the Town of Arlington will have on their staffing requirements
    - iv. Designate Single Point of Contact (SPOC) and key customer service management personnel.
    - v. Respondent will provide sequence and method of contacting service department for
      1. Phone
      2. Fax
      3. Email
      4. WEB/Internet
  - d. Operations Process
    - i. Level of Authority required for designated Town of Arlington personnel to initiate request support, changes to service or escalations
  - e. Operations Continuity - Disaster Recovery: Respondent will describe their current and future disaster prevention and recovery plans. Respondent will state their expected restoral time.
    - i. Data and Telecommunications Operation
      1. Main Site (s)
        - a. Servers
        - b. Network Access
        - c. Application and software back-up
        - d. Power
        - e. Data Information back-up
      2. Alternate site
        - a. Servers
        - b. Network Access
        - c. Application and software back-up
        - d. Power
        - e. Data Information back-up

The purpose of information requested in this section is to assist the Town in evaluating the Offeror's overall qualifications, including its financial strength, its management capabilities and its commitment to the communities it serves, including Arlington. Responses to the following areas are brief, yet complete.

**Community Responsiveness of Bank**

Please provide Community Reinvestment Act reports for 2012, 2013, The composite score will be evaluated as follows within the Overall Quality of Response category:

	Composite Score
Highly Advantageous	Outstanding
Advantageous	Satisfactory
Not Advantageous	Need Improvement
Unacceptable	Not in Compliance



**References**

Please provide a list of five municipal references, three of which have an annual operating budget of between \$50,000,000 to \$100,000,000 that can be contacted during the RFP process.

**Required Services**

Does the bank have the ability to report on account activity, place stop payments, make investments, and wire funds to other institutions using a secure internet connection?

## APPENDIX A: FEE SCHEDULE (Pages 8 & 9)

Bank Activity	Estimated Monthly # Units	Sep. 1, 2015-Sep. 1 ,2018		Sep. 1, 2015-Sep. 1 ,2018		Sep. 1, 2015-Sep. 1 ,2018	
		Unit Cost Month	Total Cost Month	Unit Cost Month	Total Cost Month	Unit Cost Month	Total Cost Month
<b>07/30/10 to 07/30/13</b>							
<b>*Account Basic Services*</b>							
Monthly Maintenance	8						
Checks Paid	2009						
Deposits made	330						
Checks Deposited	8340						
Checks Dep Non-local	871						
Returned Dep Item - chargeback	17						
First Fax Monthly Maintenance	1						
First Fax Additional Monthly Maintenance	1						
FDIC Insurance Monthly Fee	1						
D.I.F. Insurance Fee	Units n/a						
Full Collateralization Fee(s)	Units n/a						
<b>*Account Reconciliation*</b>							
ARP Check Safekeeping per item	3255						
ARP Check Safekeeping-Monthly Maintenance	3						
ARP Ck Fine Sort Monthly Maintenance	3						
ARP Ck Fine Sort - Per Item	3255						
ARP Manual Issues	12						
ARP Image Export Items	3255						
ARP Image CD Rom Monthly Disk Maintenance	1						
ARP Image CD Rom Per Item	3255						
Full Recon/Daily Match Monthly Maintenance	1						
Full Recon/Daily match Per Item	3255						
Transmission Processing/Monthly	2						
Transmission Processing/Weekly	11						
ARP Phone Stop Pmt	1						
<b>"Merchant Services"</b>							
Credit Card Monthly Maintenance	3						
Credit Card Batches	138						
Annual Credit Card Revenue	23920						
<b>*ACH Origination Services*</b>							
TX - TDR ACH Trans Rptd	8						
ACH Deletion Stop	1						
ACH Debit Origination	51						
ACH Credit Origination	2503						
ACH File Transmission	8						
PC-ACH Monthly Maintenance	1						
ACH Monthly Maintenance	1						
ACH Returned Items (FAX)	5						

**APPENDIX A: FEE SCHEDULE (Pages 8 & 9)**

Bank Activity	Estimated Monthly # Units	Sep. 1, 2015-Sep. 1 ,2018		Sep. 1, 2015-Sep. 1 ,2018		Sep. 1, 2015-Sep. 1 ,2018	
		Unit Cost Month	Total Cost Month	Unit Cost Month	Total Cost Month	Unit Cost Month	Total Cost Month
<b>07/30/10 to 07/30/13</b>							
<b>*Automated Transfer-ZBA*</b>							
ZBA <b>Monthly</b> Fee	1						
ZBA per Transaction	50						
<b>*Automatic Investment*</b>							
Auto Invest <b>Monthly</b> Base Fee	1						
Auto Invest Transaction Fee	21						
<b>"Branch Services"</b>							
Branch Cash Deposit	64						
Branch Coin Deposit - Bags	1						
Coin and Currency <b>Monthly</b> Maintenance	4						
<b>"Controlled Disb\CheckDraft"</b>							
Cont Disb <b>Monthly</b> Maintenance	1						
Cont Disb Per Item	1267						
<b>*Deposit Reconcilement*</b>							
Deposit Recon <b>Monthly</b> Maintenance	1						
Deposit Recon Per Item	443						
<b>*Electronic Data Interchange*</b>							
EDI Remittance Advice							
Web Money Manager	14						
EDI <b>Monthly</b> Subscrip-Receipt	1						
<b>*Information Reporting*</b>							
Internal Transfers	1						
BTR-Per Account Per Day	101						
BTR Detail Transactions Rptd	4703						
TXW Wire Payments <b>Monthly</b> Maintenance	1						
TXW Info Reporting <b>Monthly</b> Maintenance	1						
<b>"Funds Transfer Services"</b>							
FT Incoming Fed Cr	11						
FT TX TDR Intraday FT Details	3						
Linecode Storage	6						

**Annual Totals**

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Bank Activity	Estimated Monthly # Units	Sep. 1, 2015-Sep. 1, 2018		Sep. 1, 2015-Sep. 1, 2018		Sep. 1, 2015-Sep. 1, 2018	
		Unit Cost Month	Total Cost Month	Unit Cost Month	Total Cost Month	Unit Cost Month	Total Cost Month
<b>07/30/10 to 07/30/13</b>							
<b>Additional Services</b>							
Lock Box Operations	5,000						
Full Collateralization *	New						
Armored Car Services**							
FDIC charges***	New						
<b>D.I.F. Charges</b>							
Remote Capture****	New						
Add fees/services not disclosed above: *****							
<b>Annual Totals</b>							

**Grand Total for three year contract**

- \* The Town wants to know the full cost of Collateralization for all its funds.
- \*\* As noted in Appendix B, item 4
- \*\*\* If the bank is passing FDIC and/or DIF charges to The Town please note the amount. We anticipate that some banks may prefer to use Earnings Credit Analysis (ECR) to offset charges.
- \*\*\*\* The Town is seeking to consider using this feature.
- \*\*\*\*\* Add any additional fees and services not disclosed. Any fee, cost, etc, not disclosed within the response to this RFP shall be subject to the approval of the Town Treasurer. Explain any consideration of using ECRs.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

**APPENDIX B: MINIMUM EVALUATION CRITERIA**

Please answer each of the questions by checking either YES or No. Failure to respond to every item will result in the rejection of your bid. Please provide explanation and alternative to a “No” response.

Item #	Yes	No	Description of Services
1			The Banking institution has its principal offices located in the Commonwealth of Massachusetts.
2			The Banking institution is a member of the Federal Deposit Insurance Corporation (FDIC).
2A			The Banking Institution is a member of the Depositor’s Insurance Fund (DIF)
2B			The Banking Institution provides Full Collateralization for all Deposits / Funds.
3			The banking institution is a member of the Automated Clearing House (ACH) and can accept direct deposit payments to the Town from various sources (e.g. Commonwealth of Massachusetts, Payroll Tax Payments) and can process direct deposits of Town payroll checks.
4			Massachusetts General Law Chapter 44 Section 55 requires that the maximum percentage of Town deposits that a banking institution may hold in relation to their capital and surplus holdings is 60%. The Town’s combined account balances may be up to \$45,000,000 during tax collection periods. Therefore, the respondent must confirm compliance with MGLc44 s55.
5			The Bank shall provide the following services as described in Section V – Service Specifications, and Section VI- Other Services.
5a			A. Account structure that includes concentration/zero balance disbursement accounts, controlled disbursement, credit cards-Visa and MasterCard payments, money market and Retirement Payroll and Expense accounts
5b			B. The Offeror will credit the Town’s deposit accounts with available funds according to the availability schedule established by the Federal Reserve.
5c			C. The Town provides account reconciliation information and payroll direct deposit information via files transmitted electronically FTP protocols. The Offeror is able to process this information.
5d			D. Courier Armored Car Service for daily pick-up and deposit at Town Hall and weekly coin and bill pickups from four (4) parking kiosk/meter locations.
5e			E. Deposits (must provide same day credit), weekend, and night depository services
5f			F. Weekly coin and bill processing for Parking Meter Collections
5g			G. General banking services such as: overdraft protection, stop payments, void check and manual issues, coin processing, research and retrieval of cashed checks, canceled check storage, savings bonds and monthly bank statements
5h			H. Federal and State income tax withholding payments by electronic payment
5i			I. Daily account balance reporting via the internet and monthly bank statements hard copy as well as via the internet
5j			J. Account Reconciliation Plan (ARP) for all payroll, credit card and disbursement accounts
5k			<b>K Main office or branch office located in Arlington. Or contiguous to Arlington.</b>
5l			L. If the main branch is not located in Arlington, can the Bank provide all services noted above in Arlington including same day credit for deposits placed under the custody of the daily armored car courier service. And deposits by other departments.

<b>5m</b>		M. Wire transfers, ACH collections, and disbursements (including direct deposit of employee payroll checks)
<b>5n</b>		N. On-line cash management services for electronic payments to the Town and daily account reporting
<b>5o</b>		O. Cash investments such as certificates of deposit, repurchase agreements, and high-yielding money market accounts
<b>5q</b>		Q. Ability at the Town's request, to collateralize all Town funds, including investments over \$250,000
<b>5s</b>		S. The Offeror has a <b>minimum of two (2)</b> or more years of experience providing banking services substantially similar to those described in Section V, Service Specifications, to at least <b>three municipalities</b> with an annual operation budget of <b>\$50,000,000 to \$100,000,000</b> .
<b>5v</b>		V. Credit Card payment processing.
<b>5w</b>		W Ability to send electronic payments and detailed remittance data to Town vendors.
<b>5x</b>		X. Ability to run reports via the internet on demand such as void/manual issues.
<b>5y</b>		Y. Ability to provide remote check processing capability.

Signature \_\_\_\_\_

Title \_\_\_\_\_

## APPENDIX C: REQUIRED DOCUMENTATION

Bank \_\_\_\_\_

Item #	Description
1.	Copies of Appendices A, B, C, and D bearing the handwritten signature(s) of the bank official(s) authorized to make the proposal
2.	Most recent annual report
3.	A list of interest rates for money market account, repo, and depository for the periods ending 07/30/2007 Thru 12/31/2013, current for 2014; and Earnings Credit Rates for the last six months.
4.	Sample collateralization agreement for all deposits / funds.
5.	Samples of monthly bank statements, ARP Reports, ACH screens, and on-line screen shots.
6.	Samples of monthly government banking account balance reports.
7.	The names, titles, contact information and resumes of the bank staff responsible for the Town's account(s).
8.	Provide documentation of the level of involvement in the communities in which the bank operates. Please provide Community Reinvestment Act for 2012 and 2013
9.	Indicate where the <u>Lockbox</u> operations and the <u>Disaster Recovery Lockbox facility is located</u> .
10.	List of <u>five (5) municipal references</u> , of which three have operating budgets between \$50 and \$100 million.
11.	<u>Conversion Plan</u> The contract for banking services will be anticipated to commence January 2, 2015. Offeror should outline a 60-day conversion timetable and work plan that allows banking service to commence January 2, 2015. Banking services must commence on January 2, 2015. In addition, please provide the name of the project manager, the experience and resume` this individual has had in converting similar accounts, and the estimated amount of time that the project manager will dedicate to the project.
12.	<u>Interest Rates</u> The Town requires full collateral for its deposits over \$250,000. Please describe the bank's ability to respond to such a requirement, including type of securities and percentage of market value that will be used, the location of the pledged securities (e.g. third-party safekeeping), and the effect that collateral will have on interest rates. Please provide the average monthly interest rate, for each month in calendar year 2013 and 2014 that your bank provided to its municipal customers.
13.	<u>Additional Information that Offeror wishes to provide</u> The Offeror may provide additional information regarding services offered that go beyond the specific information requirements in this RFP. Any additional information submitted should be specific as to the additional services that you financial institution is prepared to offer the town.

Signature \_\_\_\_\_

Title \_\_\_\_\_

## APPENDIX D: CERTIFICATION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity, or group of individuals.

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Bank

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Name of Person Signing Bid or Proposal

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Title

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Signature

Pursuant to M.G.L. Chapter 62C, Section 49A, I certify under penalties of perjury that I, to my best knowledge and belief, have filed all state returns and paid all State taxes required by law.

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Social Security Number or  
Federal Identification  
Number

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Signature of Individual or Corporate Name

Address & Telephone #:

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