



Request for Proposal

Banking Services

RFP#: 20200501

Issued by:

Cranbrook Society for Community Living (CSCL)

39 13th Avenue South

Cranbrook, BC V1C 2V4

ISSUE DATE: 01-MAY-2020
CLOSING DATE: 31-MAY-2020
AWARD DATE: 30-JUNE-2020



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Objective

The intent of this Request for Proposal (RFP) is to select a financial institution to provide banking services and purchase cards as described in this RFP to the Cranbrook Society for Community Living (CSCL) [the "Society"].

Background

The Cranbrook Society for Community Living (CSCL) is a registered charity that provides a variety of supports and services to children, youth and adults with diverse-abilities. We work closely with our community partners to promote and foster inclusion within our community. We are proud of the work we do and we are even more proud to be part of the community of Cranbrook - since 1956.

CSCL receives approximately 92% of our revenue from the Province of British Columbia through contractual agreements. CSCL's annual operating budget for the fiscal year ending March 31, 2021 is \$7,260,000.00. As a service-based organization, CSCL's largest annual expense is that of wages and benefits for employees.

CSCL has several different programs within the organization and is constantly expanding. It is our hope to find a financial institution that will help us improve efficiency and control measures within our organization.

Scope

This RFP will cover the entire scope of basic banking services with the Society including deposits, disbursements, electronic banking and more. The successful Proponent will be required to provide the full range of services listed. All services required are included in this RFP and Proponents are to provide by-service pricing. However, should any services be missed, or if any further, non-essential, potential services are available, it is the Proponent's responsibility to ensure their inclusion.

To be eligible, the Proponent must be a Chartered Canadian Bank or Credit Union and have a branch location in the City of Cranbrook to provide the services outlined.

Second, this RFP will be seeking a provider of purchase (debit and credit) card services.

While the Society will consider short and long-term investments with the successful financial institution, the Society will reserve the right to consider investment options which provide the best return for the Society. This may or may not be with the financial institution selected through this RFP.

It is expected that the financial institution we choose to provide us with banking services:

- Supports our ideas and visions;
- Offers the banking services we require;
- Has outstanding customer service practices; and
- Has robust online banking capabilities.



Submission Deadlines and Key Dates

To receive consideration, responses to this RFP must be received no later than 11:59 p.m. Mountain Standard Time (MST), May 31, 2020.

Proponents must be submitted electronically via email to the address outlined below or byway of electronic document upload on the Society's website:

Brandon Arnett
Chief Executive Officer
admin@cscl.bc.ca

Digital Upload:
<https://www.cranbrookscsl.ca/rfp>

Facsimile or electronic proposals (other than as outlined above) will not be accepted.

Prior to the submission deadline, the Society may amend or clarify the RFP in the case of any discrepancies or omissions. Any amendments or clarifications to the RFP prior to the closing date will be done by a formal written RFP addendum posted to our website <https://www.cranbrookscsl.ca/rfp>. In the event the Society revises the RFP after the closing date, Proponents will have the opportunity to refine, submit, or resubmit their proposals by the date set out by the Society in the RFP revision.

A Proponent may withdraw its proposal only if a written request for withdrawal has been received by the project contacts before the closing time. The withdrawal of a proposal does not disqualify a Proponent from submitting another proposal prior to the closing date and time.

Proposals will remain sealed until 8:00 a.m. June 1, 2020. Late proposals will not be considered. There will not be a public opening.

Key Dates:

| | |
|---------------|--------------|
| ISSUE DATE: | 01-MAY-2020 |
| CLOSING DATE: | 31-MAY-2020 |
| AWARD DATE: | 30-JUNE-2020 |

Proponents' Intent to Respond

If you are interested in responding to this RFP and want to be on the email list for any RFP revisions and responses to questions submitted by other Proponents, please email admin@cscl.bc.ca with your name and the company you are with. Use "Intent to Respond" in the subject line. All emails received are confidential and will in no way be shared with other potential Proponents.

Emailing your "Intent to Respond" is voluntary – it is not required by the Society in order for you to submit a proposal. As well, filing this form does not commit you to submission of a proposal. Any RFP changes and answers to Proponent questions will also be posted to the Society's website.



Project Contract

Proponents are encouraged to obtain a clear understanding of the proposal requirements prior to submission. At all times, the Proponent is responsible for notifying the Society, in writing, of any error or omission contained within the RFP document, or requesting clarification that may be required to prepare the proposal. The Society will provide written responses to all queries received from Proponents. The responses will be posted to the Society's website <https://www.cranbrookscsl.ca/rfp> and added as an addendum to the RFP. Proponents who have not submitted an "Intent to Respond" email should review the Society's website to check for questions and answers posted, prior to the submission deadline.

Inquiries, interpretations and questions regarding the procurement process or the scope of the work are to be directed to:

Brittany Wake
 Manager of Payroll and Finance
brittany.wake@cscl.bc.ca
 (250) 426-7588 ext. 2015

Written email inquiries are preferred. Verbal responses to any inquiry are not binding on either party. Contact is restricted to the person identified above. Contact with individuals other than that listed above may result in proposal disqualification.

General Information and Requirements

1. Incurred Costs

The Society will not be liable in any way for cost incurred by Proponents in replying to this RFP.

2. Innovative Proposals

Proponents are required to base their proposal submission, and all pricing contained therein, on the requirements set out in this RFP. Notwithstanding these requirements, Proponents are encouraged to provide innovative ideas and suggestions which they feel will improve upon the requirements set out in this document.

3. Reservations

The Society reserves the right to:

- Reject any or all proposals received in response to this RFP;
- Seek clarification from Proponents who respond to this RFP;
- Verify the validity of the information supplied in any Proposal;
- Waive or modify procedural and administrative irregularities due to honest or unintentional mistakes as identified in Proposals received, after discussion with the Proponent;
- Negotiate with the Proponent(s) responding to this RFP, consistent with the objectives stated;
- Cancel this RFP at any time for any or no reason. If cancelled, the Society is not responsible for any costs incurred by the Proponent(s); and
- Accept the proposal(s) in full or in part that appears to be in the best interest of the Society.



4. Collusion

Proposals shall be made without any connection, comparison of figures, or arrangements with or knowledge of any other person or persons making a proposal under this RFP and shall be in all respects fair and without collusion or fraud.

5. Proposal Acceptance Period

By submitting a proposal, each Proponent agrees that their proposal may be subject to acceptance by the Society any time prior to ninety (90) days after the due date for submitting proposals.

6. News Release

Proponents must not make public announcements or news releases regarding this RFP or any subsequent award of contract without the prior written approval of the Society.

7. Conflict of Interest

Each Proponent must make full disclosure of any relationship with any employee of the Society who makes recommendations concerning the selection of a successful proposal, any employee who may allot work to or order supplies or services from the successful Proponent, or any member of the management team of the Society.

8. Proposal Prices

All prices proposed must be in Canadian currency. If not stated otherwise, the Society will assume prices quoted are in Canadian funds. The prices proposed shall include all costs associated with providing the service. Whenever the amount proposed for an item in the proposal does not agree with the extension of the estimated quantity and the proposed unit price, the unit price shall govern and the extended amount proposed for that item shall be corrected accordingly.

9. Execution of Formal Contract

The successful Proponent shall enter into a formal, written agreement with the Society in such form as may be acceptable to the Society, in its sole discretion. The Society and the successful Proponent agree to incorporate the salient description and elements from this RFP and the Proponent's proposal that identify the Proponent's responsibilities and the terms under which the Proponent will provide banking services to the Society. The successful Proponent will endeavour in good faith and in a timely manner to finalize and execute the agreement without delay. In the event the Society and the successful Proponent are unable to successfully negotiate an agreement, the Society reserves the right, in its sole discretion, to disqualify a Proponent and to commence negotiations with the next highest ranked Proponent who provided a compliant response to this RFP. All Proponents acknowledge and agree that the Society is not obligated to enter into any agreement or to retain the successful Proponent for the banking services outlined in this RFP, unless in the sole discretion of the Society, a satisfactory agreement or agreements can be reached.

10. Governing Law

This RFP process shall be governed by and construed in accordance with the laws of the Province of British Columbia and the federal laws of Canada applicable therein.



11. Terms and Conditions of the RFP

All terms and conditions of this RFP are deemed to be accepted by the responding company and incorporated by reference in their proposal, with the exception of those expressly challenged by the responding company in their proposal.

12. Terms and Conditions of the Proposals

All proposals and accompanying documentation received under this RFP process will be the sole property of the Society and will not be returned. Proposals submitted shall be final and may not be altered by subsequent offerings, discussions, or commitments unless the Proponent is requested to do so by the Society. Should the Society determine that all the proposals submitted are non-compliant, or none of the proposals meet the goals of the Project, the Society may carry out a process whereby all Proponents are allowed the opportunity to correct their proposal.

13. Contract Terms

The Society intends to award a contract for a term of 5 years. At the expiry of the initial contract, the Society will have the option to renew the contract with terms acceptable to both the Society and the successful proponent.

14. Termination of Contract

Should the successful Proponent's performance be deemed unacceptable, the Society reserves the right to cancel any agreement(s) under this proposal with thirty (30) days written notice.

Evaluation of Proposals

All proposals must be in reference to the Society's response requirements and the terms and conditions stated in this RFP. The Society will evaluate the proposals and will select the proposal that best meets the interests of the Society based on the Society's determination of the best scoring and most advantageous proposal, presentation/interview (if held), and completed reference checks. The Society shall be the sole judge of its own best interests, the proposal, and the resulting contract. The Society's decision is final.

The decision to request demonstrations, clarifications, or to request interviews/presentations is at the Society's discretion. The intent of the interviews/presentations, if held, will be to allow the selection committee an opportunity to clarify any questions resulting from an initial evaluation. No new information may be brought forward by the Proponent. Proponents are advised not to prepare their proposal submission in anticipation they will be granted an interview/presentation. Please respond fully to the RFP at the time of proposal submission.

Proposal evaluation results are the property of the Society. The Society does not intend to disclose the evaluation results before, during, or after the RFP process.

The Selection Committee will consist of representatives from the Society's Executive Leadership Team and Finance personnel. Submissions will be evaluated based on the following criteria and point system:



| Criteria | Available Points |
|--|------------------|
| Offered services – banking services and purchase cards, which may consider such items as: <ul style="list-style-type: none"> • Scope of services • Service processes • Service timelines (period, speed, etc.) • Risk management provisions | 25 |
| Customer Service, which may consider such items as: <ul style="list-style-type: none"> • Customer service practises • Service standards with respect to regular service reviews, response time for problem resolution, points of contact for various inquiries, etc. as they relate to the Society's requirements • Client feedback • Organizational structure supporting customer service | 20 |
| Technology, which may consider such items as: <ul style="list-style-type: none"> • On-line accessibility to information • On-line transaction processing capabilities • On-line query and reporting capabilities | 30 |
| Fees and charges | 25 |
| Total Available Points | 100 |

Submission Requirements

Proponents must follow the proposal outline below. Additional information thought to be relevant, beyond the categories listed below, should be provided as an appendix to the proposal. Failure to comply with these requirements may result in a rejected proposal.

Cover Letter and Company Information

Provide a cover letter, dated and signed by an official authorized to negotiate and make commitments on behalf of the Proponent. The letter should indicate:

- a name, title and telephone number of the individual who can provide any required clarifications with respect to your proposal;
- a name, title and telephone number of the individual who is authorized to negotiate a resulting agreement with the Society; and
- a name, title, and contact information for the person(s) who will handle the account should the contract be awarded, including the address of the branch location. Provide a brief overview of your company and your understanding of the service required.

Service Requirements

Please provide a detailed outline as to how the Proponent will meet Schedule A – Service Requirements.

**Customer Service**

Please provide a description of the Proponent's philosophy and approach to customer service, including processes used to assure good customer service and available mechanisms the Society may use to address situations where it may find any service(s) or service transaction to be unsatisfactory.

Supporting Technologies

Please provide a detailed outline of the technologies that will be used to support the Proponent's services, with specific descriptions of how such technologies will support the Society's efficiencies.

Service Charges and Fees

All charges for any proposed undertaking of service as identified in Schedule A must be clearly identified. If there are other service charges and fees not identified in Schedule A, please list these. Where no service charge or fee is quoted, it will be deemed that it is covered elsewhere in the proposal. The Society will not be subject to any service charge or fee during the term of the agreement that is not expressly indicated in the proposal.

References

Proposals must include a list of references providing insight into the Proponent's general reputation along with the skills, qualifications and ability necessary to diligently and properly perform the work in accordance with the RFP. References are to be from clients for whom you provide or have provided similar services as those outlined in this RFP. References are preferably clients of a similar size and who are public sector organizations.

Include at least three references, complete with the organization name, contact name, title, phone number, email, and address for each reference.

The Society reserves the right to check the references of any and all Proponents at any time during the evaluation process at the Society's discretion. The Society also reserves the right to contact other organizations and individuals whom it believes may be able to provide valid insight into the reputation, experience, abilities and quality of service of any Proponent related to the services outlined in this RFP.

References may be contacted by phone and/or in writing and any information received will be used to assist the evaluation committee in assessing a Proponent's capacity and capability to provide the services as outlined in the RFP.

The Society reserves the right to disqualify any Proponent whose references, in the opinion of the evaluation committee, are found to be unsatisfactory.

Contracts

Attach all contract templates that would be required to be negotiated prior to contract execution.

Award

The contract will be awarded in accordance with the following conditions:



1. Selection of the successful proposal(s) will be based on the proposal(s) that provides the best value for the Society. As noted in the criteria table, price is one consideration among many.
2. The Society reserves the right to award the contract in whole or in part, to one or more proponents based on their submissions, or to reject all submissions. As noted previously, any award resulting from this RFP is subject to the successful completion of a contract between the Society and the successful Proponent(s).
3. The successful proponent shall indemnify and hold harmless the Society, its employees, servants and/or agents from all claims arising from the negligence of the proponent, their employees, servants and/or agents.

Confidentiality

The Society anticipates Proponents may wish to treat certain elements of their submissions as confidential or proprietary and agrees that responses to this RFP are provided in confidence and protected from disclosure to the extent permitted under the law. Proponents are reminded that Freedom of Information requirements in force in the Province of British Columbia may afford rights of production or inspection at the application of third parties.



SCHEDULE A Service Requirements

At a minimum, the proposal must include the following requirements:

1. Length of Agreement

The Proponent shall acknowledge the term of the agreement shall be for a period of five (5) years commencing August 1, 2020. Thereafter, a further renewal may be considered at the sole discretion of the Society.

2. Location of Branch

The Proponent must have a branch location in the City of Cranbrook assigned to provide the service requirements. Please provide the location of the proposed main branch which will service the Society's accounts.

3. Liability

The Proponent must acknowledge in their Proposal that should the Proponent be found negligent in their services the Proponent will indemnify.

4. Accounts

4.1 General Account – The General Account is a full-service account and will be the principal receiver and dispenser of funds. Income is to be handled by deposit, bank transfer, PC/Telephone payments and debit/credit card payments. Cheques, bank drafts, bank transfers, wire transfers and electronic funds transfers will pay out expenditures.

- a. Currently the Society uses an additional account for cheques to ensure the safety of our General Account.
- b. The General Account should offer, at minimum, \$125,000 of overdraft protection.

4.2 Savings Account – The Savings Account should offer a favourable, and industry standard, interest rate for funds held within this account.

4.3 Community Accounts – The Society operates many programs within the community of Cranbrook. In order to streamline processes, and increase security, the Society will transition all program fund disbursements to account based rather than cheque and cash based.

- a. The Society will require 15 Community Accounts which is subject to change. These accounts must offer Point of Sale capabilities and must be able to handle up to five access cards.

5. Depository Requirements

5.1 Regular Deposits – Deposits are currently done on an as needed basis. Deposits include coin, bills, and cheques.

5.2 Direct deposits – The Society receives monthly payments from the Province through direct deposit. These records must be available in a downloadable format.

5.3 Non-Sufficient Funds – Infrequently, the Society receives NSF cheques. The Society must be able to locate details online as to what payments have been declared NSF. A list of NSF transactions should be provided in a digital format.



- 5.4 Remote Capture – The Society currently uses remote capture technology to deposit cheques. The Society would prefer a system that offers this technology.
- 5.5 Payroll – Currently payroll deposits are made to employees' bank accounts by the Society's payroll provider, The Inclusion System.
- 5.6 Cheques – Cheques are drawn on a separate *Cheque Clearing Account*. The financial institution must provide an electronic report showing the front and back of each cashed cheque on a monthly basis.
- 5.7 Stop Payments – The successful Proponent will be required to accept stop payment instructions by telephone or online.

6. Treasury Requirements

- 6.1 Account Administration – The Society requires electronic reports for:
 - bank statements
 - cashed and cancelled cheques
 - financial institution memos
 - other account details

Additionally, electronic cash management solutions, which allow for the daily monitoring of cash flow, are required. As a minimum, this service should provide:

- On-line inquiries for each account, including activity as of closing time on the previous working day;
- A summary report listing all Society accounts and their previous day's balance, amount credited, amount debited, net change, and present balance;
- A current account statement for each account listing all transactions including individual deposits, credit memos, debit memos, and individual cheques cashed; and
- A means of creating a current account statement for a specified period of and downloading the information into a spreadsheet format to accommodate bank reconciliations and general ledger postings.

Your proposal should be as specific as possible concerning PC-based online banking capabilities. Include technical hardware/software requirements to support your PC-based online banking system.

- 6.2 Overdraft Protection – Describe the terms related to this service and the methodology for calculating the overdraft interest.

7. Purchase Card (debit/credit) Requirements

The Society currently has 10 Visa cards. Due to the widespread acceptance of VISA and MasterCard in North America, Proponents proposing these card products will be preferred.

- 7.1 Customer Support – Please explain the customer service process available to the Society. Please provide an indication of the response time for problem resolution and related items.
- 7.2 Online Capabilities – Please indicate if there is an online self-administration service available that can accommodate adjusting card limits within an assigned corporate limit, assigning cards, cancelling cards, etc. Please detail any services available.



- 7.3 Card Issuance/Replacement – Detail your card issuance/replacement process including the Proponent’s and Society’s responsibilities, specifying the amount of time required to issue a card or replace a card.
- 7.4 Interest Charges – Indicate the interest charges (% per month including terms and conditions).
- 7.5 Rebates – Indicate if rebates are available and the rebate structure based on dollar volumes, etc.
- 7.6 The Society may require the ability to assign a Purchase Card to a Society branch or unit, similar to a fleet card. Specify how this would be accommodated and describe any special processes that are required.
- 7.7 Insurance – Provide details of any rental collision/loss damage insurance, travel accident insurance, delayed/lost baggage, emergency travel assistance service that is associated with or available with the Proponent’s proposed products.

8. Pre-Authorised Debit (PAD)

The Society uses Pre-Authorised Debit services to collect funds from persons served on a monthly basis. Please explain:

- How your system will accommodate this need;
- What work is required to set-up this system; and
- What the monthly fee is for this service.

9. Email Transfers (e-Transfers)

The Society receives e-transfers from tenants, and other payees, on a monthly basis. Please explain:

- How your system will accommodate this need;
- What work is required to set-up this system; and
- What the monthly fee is for this service.

10. Online Bill Payments and Transfers

The Society prefers to conduct its business online where possible to support our paper-free initiative. This means the Society endeavours to make as many payments and transfers online as possible.

- 10.1 Addition of Payees – please describe how your system handles the addition of payees. It is favourable for the Society to be able to add its own payees with a dual-authentication system in place (i.e., one person, authorized to do so, adds a payee while another authority verifies and approves the addition).
- 10.2 Payments and Transfers – please describe how your system handles electronic payments and transfers. The Society requires dual-approval for payments and transfers (i.e., one person, authorized to do so, initiates a payment while another authority approves the payment and releases the funds).

11. Electronic Funds Transfers (EFT)

The Society prefers to pay payees by way of electronic funds transfers (EFT’s) to support our paper-free initiative. Please explain:

- How your system will accommodate this need;
- What work is required to set-up this system; and
- What the monthly fee is for this service.