



Banking Services — Request for Proposal #04132012

The Classic Center Authority, Athens, GA

Introduction

The Classic Center Authority in Athens, Georgia (hereafter known as the “CCA”) requests proposals for banking services. General requirements and volume estimates are included in this RFP document and should be used as a basis for proposals. The CCA prefers that respondents submit proposals that conform directly to the baseline service requirements; however, The Classic Center encourages responses that provide options for new or reduced cost alternatives. The CCA believes administrative efficiency is enhanced through awarding the majority of all its commercial banking business to one institution.

The overall system structure and service requirements are defined in the following pages. The CCA objectives are to ensure the highest degree of safety for its financial assets, while at the same time managing its banking relations in a cost-efficient manner. The CCA also seeks to offer improved service and convenience to its clients, employees and suppliers.

We encourage you to be creative and educational in your responses. Include information about your bank’s community involvement and the dedicated resources for serving the public sector. While your format must be consistent with the requirements of this RFP, if you believe there is additional information that would be beneficial to us, we invite you to include it in your proposal.

The **term** of this contract shall be for a minimum period of three (3) years) from the date of award.

a.) **Proposal Process**

Action:	Date:
Distribution of RFP	April 13, 2012
Pre-Bid Meeting	April 23 , 2012 at 3pm at Classic Center
Last day for questions	April 27, 2012 by 4pm in writing
Proposal Submission DUE	May 14, 2012 prior to 4:00pm
Technical & Pricing Proposal Review	May15-18, 2012
Oral Presentation	The Week of May 21-24, 2012 by Appt. only
Anticipated Notification to Bidders	May 25, 2012
Transition Planning (as/if needed)	May 28, 2012 through June 29, 2012
Implementation at FY13 Fiscal Year	July 1, 2012

b.) **Optional Pre-Bid Conference:**

Our staff will meet collectively with bank representatives seeking additional information about the proposal process and the RFP. All banks interested in submitting a proposal are encouraged to attend the pre-bid conference. **The conference/meeting is scheduled for Monday, April 23, 2012 beginning at 3pm in the Empire Ballroom 1 at The Classic Center (Foundry Street Ballrooms). It is suggested attendees arriving by vehicle travel south on Foundry Street and enter/park on Level 2 of the Center's parking facility to best access this room directly adjacent to the parking deck.** We request that the participating banks advise us of their attendee counts (for set-up purposes) by contacting Philip Verrastro via email at Philip@ClassicCenter.com no later than 4:00pm on April 20, 2012.

c.) **Last day for questions:**

Questions on the RFP should be submitted prior to 4:00pm on April 27, 2012 via e-mail to Philip Verrastro at Philip@ClassicCenter.com.

d.) **Proposal Submission:**

Technical proposal and Pricing proposal must be delivered directly to The Classic Center main Administrative Offices located in the Firehall complex on level 2 no later than May 14, 2012 by 4:00pm. Submissions received after the deadline or proposals delivered via fax will not be accepted. Technical and Pricing Proposals must be bound and submitted in separate sealed envelopes. A total of six (6) identical proposals must be submitted and labeled as follows:

**The Classic Center
Banking Proposal
Attn. Assistant Executive Director
300 North Thomas Street
Athens, Georgia 30601
Proposal Number: #04132012**

e.) **Proposal Review:**

Our review committee will evaluate each proposal submitted.

f.) **Oral Presentation:**

Finalists may be asked to make an oral presentation on May 21-24, 2012. It is anticipated that the review process will be completed by May 25, 2012.

g.) **Notification:**

We anticipate sending out written notification to all banks regarding the outcome of the review and contract award process on or soon after May 25, 2012.

h.) **Conversion Activities:**

The awarded bank will be required to coordinate with our staff all the activities necessary to ensure a smooth transition. Conversion activities will begin upon notification and are needed to be completed prior to a July 1, 2012 start date.

We will make every effort to administer the proposal process in accordance with the terms and dates discussed in this RFP. However, we reserve the right to modify the proposal process and dates as deemed necessary.

PROPOSAL EVALUATION PROCESS

The CCA will rely on submitted proposals to evaluate prices, quality and range of service offerings. Unit costs, an institution's financial information, references of other government clients, branch locations, the nature of services, and current and past performance are some of the factors that will be evaluated during the process.

Proposals will be evaluated based on their relative responsiveness to the criteria and are listed below in order of important (1) to most important (12):

EVALUATION CRITERIA

1. References
2. Response Completeness & Adherence to Qualifications
3. Exposure, Experience, Specialization of Financial Institution
4. Overall Presentation of Products, Services, and Personnel
5. Relationships; Current and Past performance with CCA
6. Implementation and Timeline
7. Automated Teller Machine Proposal
8. Contingency and Disaster Recovery
9. Customer Service Programs, Approach and Philosophy
10. Innovative products and services
11. Exposure, Experience, Specialization of Assigned Personnel
12. Competitive Pricing & Costs to Change Financial Institutions

The proposals will be evaluated in order to select the firm or teams which rate highest according to the criteria detailed above. CCA reserves the right to request interviews/demonstrations (item #3 above) in addition to the submitted RFP documents. The CCA reserves the right to negotiate with any of the top three overall ranked proposers in an attempt to reach an agreement as necessary.

I. Minimum Qualifications

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

A. Locations:

It is very much preferred by the CCA that the awarded bank should maintain a full service commercial branch within 2 miles of The Classic Center in Athens-Clarke County that includes a depository location. If a proposing bank does not have such a branch in said radius, then the bank shall propose solutions to the need for possible courier services to and from downtown Athens. Any proposed solutions may or may not be deemed suitable to meet the needs of the CCA.

B. Collateralization:

In accordance with legal requirements established by the State of Georgia (ref. Code 458-12, 45-8-13, 50-17-59, Atty. Gen. Op 62 -24, 74-118, 79-12) the Bank will provide for collateralization of all uninsured deposits.

CCA will accept alternative arrangements for holding collateral and will allow existing tri-party arrangements to provide for collateral for banking services. Any Federal Reserve Bank may hold collateral in the name of The Classic Center Authority. Bank must submit to CCA a Collateralization Report on a quarterly basis per CCA's local government requirements.

Please submit as an addendum, your standard Public Funds Collateral Security Agreement for review.

II. Account Description

A. Operating Account

This account will contain all of The Classic Center funds held by the Authority that do not legally require a separate bank account. This serves as the master account for the Authority. All receipts submitted to the CCA will be deposited into this account. The average collected balance for this lead account is approximately \$575,000. Direct deposit services, initiated through ADP Inc. of Alpharetta GA, will be debited through this account.

B. Athens Convention and Visitors Bureau (CVB) Account

This account will contain all of the CVB funds held by the Authority that do not legally require a separate bank account. This serves as the master account for the CVB. All receipts submitted to the Convention and Visitors Bureau will be deposited into this account. Average daily balance for this account is approx \$87,000

C. Box Office Account

This account will contain funds held by the CCA Box Office. All receipts submitted to the Box Office will be deposited into this account. The Authority may invest by wire transfer or check a

portion of the balance of this account. The Average daily balance for this account fluctuates greatly due to the nature of the account.

D. Other Accounts

The accounts described above constitute the accounts required and requested at this time. The successful bidder will agree to provide additional accounts as may be requested in accordance with the pricing terms proposed in response to this Request for Proposal.

Considerations to include:

1. Cultural Foundation Account
2. Registration Account for Convention/Conference clients

IV. Check Cashing Services

Some CCA employees reside outside of the Athens-Clarke County or do not have a bank account. Considering this, the bank shall cash any Payroll or General Disbursement checks made payable to CCA employees, free of charge to the CCA employee, provided adequate proof of employment and identification is presented by the employee. We would like to hear proposals and options regarding a possible debit card payroll system should the offering institution provide such services. There are an estimated 65 persons employed by the CCA.

V. Interest Earning Account

Cumulative collected balances in all accounts will earn interest and interest will be credited to the applicable account monthly. The basis of the interest earnings rate should be explained in your response. Your response should include the specific index used to calculate the rate. Please provide a history of this index and your rate for the time period of January 1, 2011 through December 31, 2011.

VI. Bank Statements, Deposits and Cancelled Checks:

The requirements for Bank Statements are as follows:

- i. The cut-off date for Statement purposes will be the last business day of each calendar month. Statements must be received by the CCA within five (5) business days following the cut-off. In addition, the CCA reserves the rights to receive Interim Statements or to change the cut-off date, should the need arise.
- ii. Proposers should indicate availability of deposit-transaction detail and format of data.
- iii. The depository Bank shall furnish each month one (1) hard copy and a down-loadable file (.CSV or .XL) through the Internet File Transfer Protocol (FTP) system listing cleared checks by check number and amounts for the CCA accounts.
- iv. Successful proposer is required to provide the monthly account statement of checks paid in an electronic formatted file that can be directly downloaded as a .CSV or .XL file.
- v. Discuss your archiving capabilities for cancelled checks.

VII. Wire Transfer:

The bank will provide Wire Services to the CCA with the following specific requirements:

- a. Upon notification to the Bank of incoming Wire Transfers, the Bank shall immediately post the Wire Transfers as funds available for outgoing Wire Transfers or other use. If the Bank or its first designated correspondent does not receive credit or credit-for-value for a Wire Transfer, for which such loss is not the fault of the Bank, the CCA will guarantee the funds. The most recent average weekly Federal Funds rate as published in the Federal Reserve Statistical Release, in effect for each day that credit or credit-for value is not received will be applied to the amount of the Wire Transfer to satisfy the guarantee. Any charges for non-credit or incoming wire transfers must be included in the account analysis for the month for payment.
- b. Outgoing wire transfer orders must be accepted by the Bank (for same-day transmittal) until 5:00pm of the day the instructions are given unless a different date is indicated.
- c. The Bank shall be liable for its failure to timely post incoming Wire Transfer or transmit outgoing Wire Transfers. The Bank shall pay the CCA for any loss of income or costs incurred.
- d. Provide methods for which you can report wire transfer information.

VIII. Intra Bank Transfer: The following requirements pertain to Intra-Bank transfers:

The Bank will accept instructions to transfer funds from one account to another within the Bank up to 4:00pm of the day the instructions are received unless a different date is indicated. Instructions may be given by Internet, telephone or in writing, with all instructions approved by the authorized CCA representative.

IX. Stop Payments:

All stop payment orders (“ORDERS”) will be made by Internet or telephone to the Bank, and confirmed by the Bank. Please provide a detailed timeframe indicating when a stop payment is effective.

X. Overdrafts:

It is not the intention of the CCA to overdraw any account. Please describe your process for such an event and any charges associated.

XI. Forms and Supplies

It is preferred that the awarded bank supply coin wrappers, night deposit bags, deposit slips, endorsement stamps, check scanning devices, and associated banking supplies at no cost to the CCA through the term of the contract. Please identify each specific type of supply and availability, as well as possible costs, in your response.

The CCA requests that all orders and repeat orders for check stock be supplied at no cost to the Authority. If the Bank cannot provide banking supplies and checks at zero cost, please indicate costs per item.

XII. Other Services Requested

a. Credit/Debit Card Processing:

Describe and include the bank's offered rate for credit/debit card processing with our Administrative, Box Office and Parking Operations. In addition, propose innovative and cost savings considerations with regards to processing debit and credit cards that may benefit the CCA as they relate to equipment, logistics or negotiated services. The CCA reserves the right to consult with other vendors and decide to enter into additional agreements for this service outside of the scope of this banking RFP (and/or the awarded banking institution), but very much encourages proposers to submit information and rates and provide a complete response in this area.

b. Automated Teller Machine:

The Classic Center currently has an ATM machine on-site leased through its current banking partner and wishes to continue offering its staff, customers, and guests this continued service and convenience. The lease for the current machine and services expires March 23, 2013. The CCA seeks that proposers include a plan of action to either continue this service exactly as it exists now, or otherwise solve this desire for the CCA to continue offering an ATM on the property.

Current **volume ranges** for the existing on-site ATM over a recent 12-month period are as follows:

- Average total withdrawals per month were 325
- Average total transactions per month were 400

The CCA requests that banks include any pricing, terms, and service options for a single ATM machine to be placed on-site at the venue. The CCA has chosen to include this Automated Teller Machine service in the evaluation process of each bid. Please include information regarding the recommended size of the machine, model type with a photograph, dispensing capabilities, technical support information, utility/power requirements, and the proposed schedule for routine day to day management and cash inventories for the machine (i.e. who, what, where, when, and how).

The CCA will provide the required space for placement of ATM equipment at no cost to the equipment provider and expect no fees to be charged for the services thereof. Space requirements and specific location of equipment will be approved by the CCA prior to proceeding with any installation. Date and time of installation shall be coordinated with CCA management following the award of banking services.

The CCA will supply reasonable utilities such as electricity for operation of the ATM equipment, as well as heating, cooling and janitorial services to the ATM area. The CCA will be responsible for the installation of the phone line necessary at the ATM location and for ongoing expenses incurred. Upon the execution of any agreement the bank may request improvement, alterations or additions to the site as shall be necessary to provide ATM services. Plans and specifications for any improvements, alterations or additions must be submitted to the CCA and gain written approval.

The bank shall have the right, upon termination or expiration of the agreement, to remove such furniture, furnishing, equipment, trade fixtures and other bank property placed on or affixed to CCA premises within fifteen (15) days of termination. ATM provider shall at its sole expense, repair any damage to the premises caused by such removal.

c. Merchant Cards:

Describe and include options and alternatives to the CCA regarding the use of merchant cards for its senior management staff to be used for procurement of goods and services. Such cards would be provided to approximately 8-10 department heads and administrative staff. The cards should be part of a master account that can be monitored by a CCA controller and each card shall have the ability for the CCA to assign pre-set spending limits either monthly or quarterly. In addition, the cards shall have the ability to only allow purchases from viable vendors and services as so determined by the CCA. Proposer should outline this merchant card program in fullest details and include any information that would be beneficial in understanding and evaluating such a program, including authorizing and processing the transactions. The CCA requires no personal guarantee in regards to these cards.

d. Automated Clearing House Services (ACH):

The CCA wishes to utilize ACH (Automated Clearing House) initiation through the awarded bank to process client and vendor payments as applicable. Using this system, the CCA seeks to save time and money by initiating electronic transfers instead of check writing and receiving. The banks should outline these programs as offered and include complete pricing and service options. CCA prefers to allow ACH credits to GEBCORP (CCA's retirement services partner) for retirement funding.

e. Line of Credit Services:

The CCA desires selected financial institutions to provide a revolving bank line of credit ("Line"), when market and/or operational conditions dictate that it is in the best interest of the CCA. The purpose of the Line is to provide operational cash flow flexibility to the CCA in the amount of \$250,000.

f. New Technology, Services & Resources:

The CCA may in the future require additional services not specifically requested or yet realized in this document. The CCA will expect to receive competitive costs for such services.

The successful vendor should be able to provide resources, recommendations and training to department staff to fully understand, utilize, integrate and implement current banking service provider software, products and services. This includes training offered over the telephone, internet, and onsite at either the service provider's Northeast Georgia or Athens-Clarke County facilities.

The successful vendor should also be able to provide information to CCA staff regarding new products and services that may benefit the CCA.

The successful vendor should also be able to provide economic data and historical material for research and training.

XIII. Internet Usage

To streamline reporting, balancing, account reconciliation and enhance customer service provided the internal customers, the CCA is migrating to a paperless system and prefers to access information through the Internet. The successful vendor should be able to provide information reporting, statements, prior day activity, stop pays, wire transfers, image retrieval of cleared checks, image retrieval of deposited items, image retrieval of returned items, image retrieval of deposit adjustments, miscellaneous debit and credit adjustments and other information not listed here by accessing the Internet.

XIV. Payment for Services

The bank will provide a monthly analysis and detailed rates describing the charges incurred for banking services. The CCA requests the capability of paying for services via several options, such as by compensating balances, through direct payment, or by other methods. The CCA prefers that it have the option of selecting one or a combination of payment methods.

The CCA requests the bank offer the flexibility to incorporate into the payment plan certain other financial, collections processing or related fees as may from time to time arise from new services needed by the CCA.

XV. Terms and Conditions

A. Reservation of Rights

The CCA reserves the right to reject any or all proposals and to waive informalities in proposals or the proposal process. In the event that no proposal substantially satisfies the specified requirements as presented in the Request for Proposal, the CCA reserves the right to call for a new Request for Proposal, or to negotiate required services with the bank or banks that in the judgment of the CCA offer the most acceptable service package to the CCA

B. Award of Proposal

The CCA plans to award the contract to a single vendor whose proposal, in the judgment of the CCA, is in the best interest of The Classic Center. See Proposed Evaluation Process in Section I for a listing of criteria used in the evaluation process. The CCA has established a system of ranking for evaluating the quality and scope of services contained in proposals.

C. Execution of Contract

The successful vendor is expected to enter into a formal contract with the CCA within thirty calendar days after award by the governing authority. The contract is for a minimum term of three (3) years.

If the initial contract is not executed within thirty calendar days from the date of awarding the proposal, the CCA may elect to withdraw the award and to award to the next overall best proposal or to call for new proposals.

D. Modification to Proposals

All proposals are legal and binding. In no event will the CCA allow the vendor to modify or alter its proposal after the deadline for submission of proposals. This provision will not prevent the CCA from seeking clarification from vendors as may be necessary during the evaluation process, or exercising its negotiation option as outlined in the proposal evaluation section of this RFP.

E. Responsibility of Vendors

Declarations within this document regarding volume of banking transaction or other statistics are the CCA best estimates, based on available information, and are intended to provide information to aid vendors in evaluating The Classic Center Authority's accounts. The CCA specifically does not represent that these estimates are minimum or maximum volumes. CCA believes, but does not guarantee, that account activity and volume will increase during the span of the contract.

Declarations representing the total number of accounts are the CCA best estimates based on present and anticipated levels of need, and the CCA does not represent that this level of need will remain stable over the life of the contract.

It is the responsibility of the vendor to carefully examine all information and specifications contained in this document. Failure to secure and review this Request for Proposal, or any misinterpretation thereof, will in no way relieve the vendor of any obligations under its proposal or a resulting contract with the CCA.

F. Alternate Proposals

The CCA strongly encourages proposals in accordance with the specifications outlined herein. However, alternate proposals are entertained to the extent they clearly provide for reduced costs of administrative effort or contribute to improved service delivery. Responses should include a baseline submission that conforms to the formats and all other requirements of this RFP. Alternatives to the baseline proposals should be clearly identified and include complete cost information. Only one proposal per vendor is allowed.

XVI: Submittal Requests:

Please follow these instructions carefully when responding to this Request for Proposal for Banking Services:

Title Page/Cover:

It should include the name of the proposing bank, its principal business address where the relationship will be managed and the local branch(es) address that can meet our daily banking needs.

Tab I—Table of Contents:**Tab II—Transmittal Letter:**

The letter should address the bank's willingness and commitment, if selected to provide the services, and why the Bank believes it should be selected. The letter should be signed by the Relationship Manager assigned to our accounts.

Tab III—Bank and Staff Profile: Respond to the following sections:

- a. *Overview:* Provide a corporate overview of your bank including commitment to The Classic Center Authority. Also identify the number of branches within our City-County limits, and the nearest full service branch that can assist us with our immediate banking needs.
- b. *Experience:* Describe the Bank's experience in providing services to the public sector. Include exclusive resources dedicated for the public sector. Provide three references most comparable to our size and financial needs that we may contact. Include a brief description of the services provided, how long such services have been provided and a contact person and telephone number for each client described.
- c. *Relationship Management:* Describe the relationship team that will be assigned to service our relationship. Describe individual roles, responsibility and briefly detailing credential and related banking experience.
- d. *Customer Service.* Describe the customer service process at your bank. Discuss the role of 1-800 numbers in the servicing of our accounts.
- e. *Compliance and Exceptions:* Include statement to confirm your bank's compliance to our minimum qualifications. Also list any exceptions to required services.

Tab IV—Cost of Services Document:

Please complete the enclosed document (pg. 15) called "Cost of Services" which estimates the annual volumes of our accounts. Please include and disclose all fees associated with your banks services. Describe how the bank would accommodate the volume associated with our accounts.

Also include information on the bank's processing of returned items in this section.

Tab V—Account Reconciliation:

The bank must provide monthly account reconciliation reports, bank statements, account analysis statement, confirmations and other report related features. The bank must be able to provide various reports and statements in a computer media and also provide specialized reports, where feasible, as needed. Also describe the bank's check truncation services, including estimated savings, if used.

Tab VI—Electronic Money Transfer:

Describe the bank's incoming and outgoing electronic money transfer services. Include safeguards and security measures offered by your service.

Tab VII—Balance Reporting:

The bank must have an electronic communication/file transmission system to allow us to receive previous day balance and transaction information for each designated account. The system must also have wire transfer capability. Describe the balance reporting system offered by the bank, its features, including "user-friendliness."

Tab VIII—Contingency/Disaster Recover Plan:

Describe the Bank's Contingency and Disaster Recovery Plan.

Tab IX—Interest Bearing Account:

Describe the Bank's options for earning interest on operating cash. Also include other investment options available to maximize our earnings potential.

Tab X—Collected Balances and Earnings Allowance:

Describe the bank's calculation of collected balances and calculations of charges for funds advanced.

Tab XI—Collateralization:

Describe the Bank's ability to provide collateralization of our accounts according to Georgia Law.

Tab XII—Conversion Plan:

Describe the overall plan your bank would coordinate to ensure a smooth transition from the current provider. Upon request, the bank must also provide on-site training to our personnel for the operation and use of the bank's services and automated systems for all areas of service.

Tab XIII—Service & Equipment Enhancements:

Based upon information presented in our RFP and your bank’s knowledge of the public sector, describe any enhancements, technological or otherwise, that we should consider to improve operational or cash management efficiencies.

Tab XIV—Other Services (ATM, Processing Fees, Merchant Cards, and ACH)

Describe in detail the banks proposal and options in regards to these services and requirements as outlined and requested within the RFP.

Tab XV—Additional Information:

Describe any other information not previously mentioned that the bank believes should be given consideration prior to the award of these services.

FINAL COMMENTS

The CCA reserves the right to reject any and all proposals, cancel all or part of this RFP, and waive any minor irregularities and to request additional information from proposing banks. By requesting proposals, we are in no way obligated to award a contract or pay expenses of the proposing banks in connection with the preparation or submission of a proposal.

Our decision to award a contract will be based on many factors including but not limited to service, cost, financial strength and innovation. No single factor, such as cost, will determine the final decision to award.

Tab IV - Cost of Services (Required Submittal)

<u>Banking Services</u>	<u>Estimated Annual Volume</u>	<u>Bid Charge Per Item</u>	<u>Annual Service Charges</u>
Account Maintenance (3 accounts)	36	_____	_____
Checks paid:			
Payroll	800	_____	_____
Items deposited	3,000	_____	_____
Number of deposits	350	_____	_____
Returned checks	20	_____	_____
Stop Payments ¹⁰		_____	_____
Wire Transfers:			
Incoming	10	_____	_____
Outgoing	10	_____	_____
Bank transfers between accounts	10	_____	_____
Monthly service charge	12	_____	_____
Credit card services	3,000	_____ ¹	_____
Credit card services volume	\$800,000	_____ ¹	_____
ACH Debits	700	_____	_____
ACH Credits	100	_____	_____
Cash Deposit Fee		_____	_____
Online Banking/Reporting Fees		_____	_____
Returned Items-Special Instruction Fee		_____	_____
Any other charges:			
_____		_____	_____
_____		_____	_____
_____		_____	_____
Total Bid			=====

(1) Discount rate proposed

Name of Banking Institution _____ Completer's Initials _____

NO BID PROPOSAL

IF YOU DESIRE TO SUBMIT A “NO BID” IN RESPONSE TO THIS PACKAGE, PLEASE INDICATE BY CHECKING ONE OR MORE OF THE REASONS LISTED BELOW:

Do not offer this product or service; remove us from your bidder’s list for this item only.

Specifications too “tight,” geared toward one brand or manufacturer only (Please Explain Below).

Specifications are unclear (Please Explain Below). Unable to meet specifications.

Unable to meet bond requirements.

Unable to meet insurance requirements.

Schedule would not permit us to perform.

Insufficient time to respond.

Other, please briefly explain below.

COMPANY NAME:

AUTHORIZED SIGNATURE:

DATE: