



# Request for Proposal

## Banking Services

**Issued by:**  
**Regina Public Library**

P.O. Box 2311  
2311 – 12<sup>th</sup> Avenue  
Regina, Saskatchewan  
S4P 3Z5

<b>Issue Date:</b>	<b>July 24, 2017</b>
<b>Closing Date:</b>	<b>August 25, 2017</b>
<b>Award Date:</b>	<b>September 8, 2017</b>

# TABLE OF CONTENTS

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Intent	2
Background	2
Scope	2
Submission Deadline and Key Dates	3
Intent to Respond	4
Project Contact	4
General Information and Requirements	5
Evaluation of Proposals	7
Submission Requirements	8
Award	10
Confidentiality	11
Schedule A – Service Requirements	12
Schedule B – Monthly Volumes	17

## Intent

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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 Regina Public Library (the “Library”) for a five-year period beginning October 1, 2017. Thereafter, a further renewal may be considered.

## Background

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The Library is a non-profit, board-run organization dedicated to enriching quality of life in Regina. For over 100 years, the Library has provided open access to materials, programs and services that encourage cultural, economic, educational and recreational development. RPL currently operates Central Library in downtown Regina, as well as eight branch locations throughout the city.

The most recent financial statements can be viewed at:

<https://reginalibrary.ca/sites/default/files/guides/2016AuditedFinancialStatements.pdf>

The Library’s current financial institution, Concentra Credit Union, is in the business of working with other credit unions and has moved away from dealing with commercial clients, so the Library will be moving to a new financial institution.

The Library is seeking a financial institution that will encourage innovation, including new technologies, and efficiency and welcomes multiple proposals from Proponents for the banking and purchase card services described in this RFP.

## Scope

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This RFP will cover the entire scope of basic banking services with the Library 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 Regina to provide the services outlined.

Second, this RFP will be seeking a provider of purchase (debit and credit) card services. Currently, the Library uses Mastercard credit cards provided through CUETS. The Library prefers to deal with a single financial institution for both its banking services and purchase card services.

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

## Submission Deadline and Key Dates

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**To receive consideration, responses to this RFP must be received no later than 2:00 p.m. Saskatchewan Time (CST), August 25, 2017.**

Proponents may submit either electronically (on USB storage device or via email to the address outlined below) or by sending three bound and one unbound hard copies of the proposal to:

Gail Kruger  
Head of Finance and Administration  
Regina Public Library  
2311 – 12<sup>th</sup> Avenue  
Regina, SK S4P 0N3  
(306) 777-6060  
gkruger@reginalibrary.ca

Facsimile or electronic proposals (other than as outlined above) will not be accepted. Courier or hand delivered proposals should be dropped off at the Directors Office on the 2<sup>nd</sup> floor of the Central Library on 12<sup>th</sup> Avenue.

Prior to the submission deadline, the Library 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 SaskTenders. In the event the Library 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 Library in the RFP revision.

A Proponent may withdraw its proposal only if a written request for withdrawal has been received by the project contact before the closing time. Proposals confirmed as withdrawn shall be returned unopened to the Proponent. 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 2:00 p.m. August 25, 2017. Late proposals will not be considered and will be returned unopened. There will not be a public opening.

### Key Dates

Task	Target Date
Issue RFP	July 24, 2017

Deadline for Proponents' Questions	August 11, 2017
RFP Submission Deadline	August 25, 2017
Proponent Interviews (if required)	September 5, 2017 (week of)
Selection of Preferred Proponent	September 8, 2017
Transfer of Account	September 28, 2017

## Proponents' Intent to Respond

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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 [gkruger@reginalibrary.ca](mailto:gkruger@reginalibrary.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 Library 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 SaskTenders website.

## Project Contact

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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 Library, in writing, of any error or omission contained within the RFP document, or requesting clarification that may be required to prepare the proposal. The Library will provide written responses to all queries received from Proponents. The responses will be sent by email to those Proponents who have submitted an "Intent to Propose" form, posted to the RPL website <https://reginalibrary.ca/about/public-tenders>, and added as an addendum to the RFP on SaskTenders. Proponents who have not submitted an "Intent to Propose" email should review the SaskTenders or the Library 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:

Gail Kruger  
 Head of Finance and Administration  
 Regina Public Library  
 2311 – 12th Avenue

REGINA SK S4P 0N3  
(306) 777-6060  
gkruger@reginalibrary.ca

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

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### 1. Incurred Costs

The Library 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 Library 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 Library 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 Library.

### 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 Library any time prior to ninety (90) days after the due date for submitting proposals.

## 6. Contract Term

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

## 7. 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 Library.

## 8. Conflict of Interest

Each Proponent must make full disclosure of any relationship with any employee of the Library 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 Library.

## 9. Proposal Prices

All prices proposed must be in Canadian currency. If not stated otherwise, the Library 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.

## 10. Execution of Formal Contract

The successful Proponent shall enter into a formal, written agreement with the Library in such form as may be acceptable to the Library, in its sole discretion.

The Library 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 Library.

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 Library and the successful Proponent are unable to successfully negotiate an agreement, the Library 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 Library 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 Library, a satisfactory agreement or agreements can be reached.

## 11. Governing Law

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

## 12. 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.

## 13. Terms and Conditions of the Proposals

All proposals and accompanying documentation received under this RFP process will be the sole property of the Library 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 Library.

Should the Library determine that all the proposals submitted are non-compliant, or none of the proposals meet the goals of the Project, the Library may carry out a process whereby all Proponents are allowed the opportunity to correct their proposal.

## 14. Termination of Contract

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

# Evaluation of Proposals

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

The decision to request demonstrations, clarifications, or to request interviews/presentations is at the Library'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 Library. The Library does not intend to disclose the evaluation results before, during, or after the RFP process.

The Selection Committee will consist of representatives from the Library's Administration Group and Finance and Administration business unit. 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"> <li>• Scope of services</li> <li>• Service processes</li> <li>• Service timelines (period, speed, etc.)</li> <li>• Risk management provisions</li> </ul>	25
Customer Service, which may consider such items as: <ul style="list-style-type: none"> <li>• Customer service practises</li> <li>• 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 Library’s requirements</li> <li>• Client feedback</li> <li>• Organizational structure supporting customer service</li> </ul>	20
Technology, which may consider such items as: <ul style="list-style-type: none"> <li>• On-line accessibility to information</li> <li>• On-line transaction processing capabilities</li> <li>• On-line query and reporting capabilities</li> </ul>	25
Fees and charges	20
Transition Plan	10
<b>Total Available Points</b>	<b>100</b>

## Submission Requirements

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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.

## 1. Cover Letter and Company Information

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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 Library; 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.

## 2. Service Requirements

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

## 3. Customer Service

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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 Library may use to address situations where it may find any service(s) or service transaction to be unsatisfactory.

## 4. Supporting Technologies

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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 Library’s efficiencies.

## 5. Service Charges and Fees

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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 Library will not be subject to any service charge or fee during the term of the agreement that is not expressly indicated in the proposal.

## 6. Transition

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Attach information outlining a proposed plan to transition the Library's banking services. Include conversion costs and a timeline. The Library is intending to transition at the end of September. Please note, the Library is currently implementing a new accounting software and the timing of the transition to a new financial institution must be coordinated with the software implementation.

## 7. References

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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 3 references, complete with the organization name, contact name, title, phone number, email, and address for each reference.

The Library reserves the right to check the references of any and all Proponents at any time during the evaluation process at the Library's discretion. The Library 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 Library reserves the right to disqualify any Proponent whose references, in the opinion of the evaluation committee, are found to be unsatisfactory.

## 8. Contracts

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

## Award

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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 Library. As noted in the criteria table, price is one consideration among many.
2. The Library 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 Library and the successful Proponent(s).
3. The successful proponent shall indemnify and hold harmless the Library, its employees, servants and/or agents from all claims arising from the negligence of the proponent, his employees, servants and or agents.

## Confidentiality

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The Library 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 Saskatchewan may afford rights of production or inspection at the application of third parties. Furthermore, the contract entered into by the successful Proponents may be available for inspection by members of the public.

## **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 September 28, 2017. Thereafter, a further renewal may be considered.

### **2. Location of Branch**

The Proponent must have a branch location in the City of Regina assigned to provide the service requirements. Please provide the location of the proposed main branch which will service the Library'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. Electronic Banking Capability and Compatibility**

The Library is in the process of converting its accounting software to Microsoft Dynamics GP 2016. All electronic banking processes and associated files/formats must be compatible with the Microsoft Dynamics GP software.

### **5. Accounts**

5.1 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.

5.2 US Account – The US Account will handle deposits and transfers from the General Account only. Cheques, bank drafts, wire transfers and bank transfers will pay out expenditures. This account maintains a minimal balance and should accommodate electronic transfer of funds from the General Account.

### **6. Depository Requirements**

- 6.1 Regular Deposits – Deposits are currently done three times per week. Deposits include coin, bills, and cheques. Coin deposits are rolled and may amount to several hundred dollars. Deposits are delivered to the financial institution by a courier company and this process must be accommodated in a smooth and efficient manner. The Library would be interested in scanning cheques and depositing them electronically in batches though cheques for deposit are not high volume.

Please outline how the Proponent will handle these deposit services along with any suggested improvements.

- 6.2 Direct deposits – The Library receives its tax payments and most other grant funding through direct deposit. These records must be available in a downloadable format that is compatible with Microsoft Dynamics GP 2016.
- 6.3 Non-Sufficient Funds – Infrequently, the Library receives NSF cheques. The Library 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 format that is compatible with Microsoft Dynamics GP 2016.
- 6.4 Interest Paid on Account Balances – It is expected that interest on combined balances in the bank accounts will be paid. Interest from the US account should be credited to General account using an appropriate exchange rate.
- 6.5 Bank Supplies – The Library currently uses pre-printed deposit books. The Library is interested in replacing hand-written deposit books with an Excel spreadsheet summarizing the deposit.

## 7. Disbursement Requirements

- 7.1 Cheques – Cheques are drawn on the General Account and the US Account. The financial institution must provide an electronic report showing the front and back of each cashed cheque on a monthly basis.

- 7.2 Payroll – Currently payroll deposits are made to employees’ bank accounts by the Library’s payroll provider, Ceridian. The Library will be moving to a new payroll system in 2018 and a payment distribution service involving direct deposit may be required.
- 7.3 Stop Payments – The successful Proponent will be required to accept stop payment instructions by telephone or online.
- 7.4 Wire transfers – The Library makes wire transfers approximately twenty times a year. Proponents must provide this service when required. The Library requires the ability to initiate Canadian dollar, US Dollar and international currency wire transfers payments to third parties by providing instructions using the successful Proponent’s software. The software should include encryption standards, a flexible password system allowing multiple levels of authorization, the ability to accept post-dated payments for one month, online access to payment history, and the ability to respond promptly to problems.

## 8. Treasury Requirements

### 8.1 Account Administration – The Library 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 Library 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.

- 8.2 Borrowing/Line of Credit – The Library may require a line of credit to temporarily finance equipment and operations of up to \$500,000. Please indicate the terms, rates, etc. along with what notification is required to draw on the line of credit and what potential there is for increasing the line of credit over time.
  - 8.3 Overdraft Protection – Describe the terms related to this service and the methodology for calculating the overdraft interest.
9. Purchase Card (debit/credit) Requirements – The Library currently has 4 Mastercards but will require approximately 20 - 30 purchase cards once a financial institution is selected. Due to the widespread acceptance of VISA and MasterCard in Saskatchewan, Proponents proposing these card products will be preferred.
    - 9.1 Customer Support – Please explain the customer service process available to the Library. Please provide an indication of the response time for problem resolution and related items.
    - 9.2 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.
    - 9.3 Card Issuance/Replacement – Detail your card issuance/replacement process including the Proponent’s and Library’s responsibilities, specifying the amount of time required to issue a card or replace a card.
    - 9.4 Interest Charges – Indicate the interest charges (% per month including terms and conditions).
    - 9.5 Rebates – Indicate if rebates are available and the rebate structure based on dollar volumes, etc.



- 9.6 Invoice and Payment Processing – Provide an indication of the Proponent’s ability to provide electronic transaction files in a format to be loaded into the Library’s Microsoft Dynamics GP financial system.

Provide the Proponent’s billing frequency – the Library’s preferred billing cycle is from the first to the last calendar day of each month.

Outline the process for calculating foreign exchange – how is it determined and what is the exchange rate for returned items (the same or different from when the item was purchased)?

Describe the process the Library will use to dispute items on a monthly invoice and statement.

The Library may require the ability to assign a Purchase Card to a library branch or unit, similar to a fleet card. Specify how this would be accommodated and describe any special processes that are required.

- 9.7 Reporting – Describe your reporting capabilities, including the availability of access to real time, online information. Please include samples of reports. Reports should be easy to read for both non-systems and non-financial personnel.

- 9.8 Security – Describe your security structure to limit access to transaction data and reports.

- 9.9 Liability – Outline your policy regarding liability for use of your product(s).

- 9.10 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.

- 9.11 Implementation Plan – Describe the tasks that must be performed, the timeframe, and the type of Library staff resources required to set up the purchase card program and process.

**CURRENT MONTHLY VOLUMES**

<b>CASH MANAGEMENT SERVICES</b>	<b>VOLUMES</b>
Banking Machine (drop box) Deposits	13
Banking Machine – Bills \$ Deposited	\$12,490
Banking Machine Coin \$ Deposited	\$2,170
Banking Machine Cheque \$ Deposited	\$53,800
Banking Machine Cheque – Number Deposited	28
Cheques Issued and Other Debits* (current)	320
Cheques Charged Back (NSF)	0
Stop Payments – Complete Details	2
Account Administration – Current # of Accounts	2
Other Service Chargeable Debit and Credit Items	600
Pre-Authorized Payments – Number of Items	12
Direct Deposit – Number of Items	4
CMO (Cash Management Online) - # of Transfers	2-3 (to US\$ account)
CMO – EFT File Upload Count	Want to move in this direction
CMO – Prior Day Account Activity	Want to move in this direction
CMO – Current Day Account Activity	Want to move in this direction
Credit card transactions per month (only 4 cards in use)	136
Dollar value of credit card transactions per month	>\$10,000

\* The Library will be moving to electronic funds transferred with its new accounting system, so the number of cheques is much higher than it will be with a new financial institution.