

Request for Proposal
For
Banking Services



LA CROSSE COUNTY

Due By: May 2, 2019

10:00 AM CST

Section 1 – Introduction

1. Summary of RFP

The objective of this procurement process is to select a financial institution that will serve as La Crosse County’s depository and provide high quality financial services. The selected vendor will be contracted for a seven year term beginning March 1, 2020.

La Crosse County’s intent is to award full services to the successful vendor. The expectation is that none of the required services will be outsourced to third parties, unless agreed upon.

2. Background information on the County

La Crosse County, organized in 1851, is located in southwest Wisconsin, along the Mississippi River on the west, and beautiful bluffs and farmland to the east. The County occupies a land area of 481 square miles and serves a population of 119,193 (2018 estimate).

The County’s legislative body is the 29-member Board of Supervisors, each elected to a two-year term of office. The Board delegates responsibility to its membership by using the Standing Committee form of government. The six committees are Executive; Veteran’s, Aging and Long Term Care; Health and Human Services; Judiciary and Law; Planning, Resources and Development; and Public Works and Infrastructure. The Board appoints an Administrator to carry out its policies and ordinances. The Administrator is also responsible for preparing the annual budget, appointing department heads and overseeing the day-to-day operations of the County.

La Crosse County employed 1,288 individuals at the end of 2018. For the initial pay of a new employee or an account change, a pre-note is done, therefore a manual check is processed. The County’s policy requires employees have all other wages direct deposited.

Current accounts and average collected balances can be found in Appendix A.

3. Timeline for the procurement process

The following is a list of the important dates for activities related to the RFP process. La Crosse County reserves the right to change these dates and will post the changes on its web site.

Activity	Time	Date
RFP released		March 28, 2019
Vendor conference*	9:00 AM CST	April 3, 2019
Submission of proposals	10:00 AM CST	May 2, 2019
Selected vendors notified	4:00 PM CST	May 30, 2019
Vendor interviews		June 11, 2019
Second vendor interviews (if needed)		June 26, 2019
Executive Committee approval		August 14, 2019
Anticipated contract start date		March 1, 2020

*The vendor conference will be held at the La Crosse County Administrative Center located at 212 6th St N, La Crosse, WI, in Room 2108. The parking lot can be accessed via 7th Street. Please park in the center aisle visitor section.

4. Minimum qualifications

La Crosse County's minimum requirements in order for a vendor to be considered are:

- The vendor must be authorized to do business in the state of Wisconsin
- Vendors must have direct experience serving similar size government agencies
- The County will consider proposals only from vendors with business operations in geographic proximity to La Crosse County
- Compliance with bonding requirements
- Compliance with state and local laws. A vendor must be a qualified depository for public funds pursuant to Wisconsin State Statute 34.05
- Collateralization/Safekeeping: For example, the vendor must enter into a "depository agreement" requiring the depository to pledge collateral to secure all County funds over and above amounts guaranteed by the Federal Deposit Insurance Corporation and the State Deposit Guarantee Fund
- Vendors must be rated by at least one credit agency and carry a long-term debt rating of A- or higher by Standard & Poor's or equivalent

See Section 3, bullet point 6 for information required to be submitted with the proposal regarding vendor qualifications.

Section 2 – Scope of Banking Services

The following services are required:

1. Online Banking Services
 - a. Please provide a response to the following:
 - i. Whether software installation is required
 - ii. How banking data can be interfaced or integrated with the County's financial management system, and what support will be available under the contract
 - iii. If training is available, please describe how and when training will be provided for online services
 - b. Please provide a detailed description of the vendor's online services and a list of all capabilities, including the ability to provide the following basic services:
 - i. Reporting:
 1. Daily balance reporting – summary
 2. Daily balance reporting – detail (with check detail and images)
 3. Daily ACH and wire with full addenda information
 4. Current day reporting
 5. Ability to convert reports to Excel

- ii. Execution of Transactions:
 1. Transfers between accounts
 2. Initiation of wire transfers
 3. Initiation of stop payment orders
 4. Positive pay actions including time requirements
 5. Initiation of ACH transactions; recurring/repetitive/future ACH debit (collection) or credit (direct deposit) transactions
 6. Maintenance of wire transfer templates
 7. Stale-dating of checks
 8. Other services such as EDI, remote collection, controlled disbursement
 9. Confirmations availability and format
 10. Utilization of a ZBA Payroll account
 11. Sweep capabilities for interest maximization
 - iii. Internal Controls:
 1. Online cleared check information/images
 2. Multi-level security administration requirements (self-administration required)
 3. Secure token or other secure log-in verification measures
 4. Positive pay reports (including imaging of exception items)
 5. Training of County's system administrator for managing access
- 2. Wire Transfer Services
 - a. Please provide a description of the vendor's wire transfer services including:
 - i. Policy on daylight overdrafts, including aggregation of accounts and wire deadlines
 - ii. Ability of the County to initiate and monitor wire transfers online
 - iii. Ability to create and store recurring/repetitive wire instructions/templates
 - iv. Ability to create and store future-dated wire instructions
 - v. Security measures for wire initiation and approval
- 3. Automated Clearing House (ACH)
 - a. La Crosse County utilizes ACH's for transferring of funds between financial institutions, direct deposits for payroll disbursements and any other anticipated payments.
 - i. The County requires that the vendor be both a sending and receiving institution of the National Automated Clearing House Association
 - b. Please provide a description of the vendor's ACH services including:
 - i. Method by which the County can submit ACH files or initiate ACH via bank software
 - ii. Pre-notification policy and cost
 - iii. Re-presentation of checks (RCK) through ACH on a targeted date
 - iv. Security measures for ACH initiation/origination and ACH reception
- 4. Availability of Funds
 - a. La Crosse County requires that funds be made available in an expeditious manner.

- b. Please describe the vendor's availability policies including:
 - i. Receiving same day credit for deposits
 - ii. Whether the policies differ from Federal Reserve Bank availability schedule
 - iii. Any expedited availability options
- 5. Monthly Statements and Account Analysis
 - a. The County requires calendar month statements and online viewing of account transaction detail, checking images, and available fund balance in real-time.
 - b. Please provide a description of the vendor's monthly statements and account analysis services including:
 - i. When reports are available and how they are made available (e.g. online)
 - ii. How long report images are maintained online as well as archival process
 - iii. The vendor's dispute resolution process
 - c. Please provide a detailed account analysis showing service levels and price per unit for different account types, and all accounts combined, on a monthly basis. Include a sample of the monthly analysis statement with the proposal.
 - d. Describe how interest earned and any discrepancies are communicated i.e. items paid with errors, returned items.
- 6. Collection and Deposit Services
 - a. The County currently operates with one pooled checking account which most County funds are deposited into. Deposits are made on a daily basis, five days a week (excluding holidays). Most deposits are made between 11:00 am and 2:30 pm each day. The volume of monies deposited is heaviest in July and August, due to tax collections.
 - b. Please provide a description of the vendor's collection and deposit services including:
 - i. Cutoff times and requirements by location (vault, teller, bank center, branch)
 - ii. Vendor policy on strapped/rolled and pricing basis
 - iii. Credit advice processing (online or mailed)
 - iv. Discrepancy and write off policies
 - v. Type of deposit bag used/required
 - vi. Change order processing
 - vii. Standard return and re-clear processing
 - viii. Deposit locations
 - ix. Deposit reconciliation services availability
- 7. Remote Deposit Services including Check Truncation and Check Conversion
 - a. Please provide a description of remote deposit services including:
 - i. Scanning equipment, software, transfer procedures, batching and security
 - ii. Portal entry or stand-alone service
 - iii. Deadlines for same day credit of deposits
 - iv. Documentation retention policy for checks converted to ACH or processed via remote deposit capture
 - v. Liability for fraudulent deposit items
- 8. Collateralization of Deposits
 - a. The contractor must enter into a "depository agreement" requiring the depository to pledge collateral to secure all County funds over and above amounts guaranteed by the Federal Deposit Insurance Corporation and the State Deposit Guarantee Fund. Collateralization shall take one of three forms:

- i. 100% securitization of the amount equal the County's available balance on a daily basis. All securities serving as collateral shall be specifically pledged to the County (not as part of a pooled fund) and placed in a custodial account at a Federal Reserve Bank, a trust department of a commercial bank, or through another financial institution. The custodian may not be owned or controlled by the depository institution or its holding company unless it is a separately operated trust institution. The custodian shall send statements of pledged collateral to the County Treasurer's office on a monthly basis.
 - ii. Full coverage of the amount equal to the County's available balance on a daily basis through Irrevocable Standby Letter of Credit issued by a single entity.
 - iii. A combination of the above offered by the vendor
 - b. The vendor cannot reduce amounts held in collateral without the County's approval
 - c. Please provide the name of the custodian that will be used
9. Electronic Storage of Documents
 - a. Please provide a description of the vendor's electronic document storage options (e.g., archiving by CD or online and retention periods)
10. Purchasing Card Services
 - a. La Crosse County currently utilizes procurement cards for many employees. There are approximately 280 procurement cards issued with annual total purchases of approximately \$1,200,000 and an average monthly transaction amount of \$100,000.
 - b. Please provide a description of the vendor's purchasing card services including:
 - i. Online card management processes: new card issuance, deletion, replacing, modifying, etc.
 - ii. Settlement terms/billing cycle options
 - iii. Payment options
 - iv. Card control and usage restriction options
 - v. Information reporting capabilities – paper vs. electronic
 - vi. Technical capabilities – Internet
 - vii. Security features – including account number encryption policy
 - viii. System requirements
 - ix. References
 - x. Interface options with internal financial system. The vendor must be able to work with custom reports to import into the County's ERP system for procurement card transactions
 - xi. Fraud policy, including fraud monitoring, prevention, and communication
 - xii. Rebates for purchases
 - xiii. Customer service
11. Overdraft Processing
 - a. Please provide a description of the vendor's overdraft processing services including:
 - i. Whether accounts are aggregated for calculation/fee purposes
 - ii. Rate basis for overdrafts
 - iii. Rate basis and definition of "daylight overdrafts"

12. Positive Pay or “Payee” Positive Pay Service
 - a. The County requires that the vendor utilize positive pay services
 - b. Please provide a sample report
 - c. Please provide a description of the vendor’s positive pay services, including:
 - i. Positive pay services and verification items
 - ii. Teller data update schedules
 - iii. Data transmission methods and time windows
 - iv. Control options – notification default
 - v. Internet/online access (including technical capabilities and system requirements)
13. Stop Payment Services
 - a. Please provide a description of the vendor’s stop payment services, including:
 - i. Online stop payment services (initiation and renewal)
 - ii. Confirmation requirements
 - iii. Duration of a stop payment (e.g. six months or in perpetuity) and renewal processing options

The following services are optional:

1. Vault Services
 - a. Please provide a description of the vendor’s vault services including deadlines and preparation as well as any service limitations and fee structure
2. Additional Services
 - a. Please describe any additional services the vendor provides not detailed above that could be beneficial to the County

Section 3 – Bidding Instructions

1. Timeline for the procurement process
See Section 1 for the detailed timeline for the procurement process.
2. Submission of questions
Questions can be submitted to:
Operational Questions: Amy Twitchell – La Crosse County Treasurer (608) 785-9711
Process Questions: Bryan Jostad – La Crosse County Purchasing Manager (608) 785-5879
3. Submission of proposals
All proposals shall be submitted in complete original form. No faxed or emailed proposals will be accepted. Proposals shall be sealed and marked “La Crosse County Banking Services”. Vendors shall submit 1 copy of their proposal in a paper form and 1 copy in an electronic form.

Sealed Proposals must be delivered no later than 10:00 am CST, May 2, 2019 to:
Bryan Jostad
Finance Dept Suite 2500
212 6th Street North
La Crosse, WI 54601

Proposals received after the above date and time will be returned unopened.

4. Opening of Proposals

The proposals will be publicly opened at 10:05 am CST, May 2, 2019 in:
La Crosse County Administrative Center
Room 2100
212 6th Street North
La Crosse, WI 54601

At that time, the names of vendors who properly submitted proposals will be announced. Announcement of the names of the vendors who submitted proposals is not a guarantee that the proposals otherwise comply with the specifications of this RFP.

5. Ownership of Proposals

All proposals submitted on time become the property of La Crosse County upon submission, and the proposals will not be returned to the vendors. By submitting a proposal, the vendor agrees that La Crosse County may copy the proposal for purposes of facilitating the evaluation.

6. Other information

- a. The vendor must provide the following general information with the proposal forms:
 - i. Financial strength
 1. Capital ratios, asset quality, earnings, liquidity, sensitivity to market risk, deposits and loans
 2. Financial statements for the past two fiscal years (with an unmodified opinion from a certified public accountant)
 3. Call reports for the last four quarters or credit information for senior and subordinate debt from a recognized credit rating agency (e.g. Moody's, S&P, etc.)
 4. Rating information from recognized rating agencies (e.g. Veribanc, Highline, etc.)
 5. Confirmation that the vendor will communicate to the County any changes in credit rating or bank rating during the contract period
 - ii. Proof of current standing as an eligible public depository
 - iii. Community Reinvestment Act (CRA) rating and rating authority. Include information on the vendor's CRA activity within the La Crosse County jurisdiction
 - iv. Operating locations (main offices and branches near La Crosse County)
 - v. Description of industry standard index and spread upon which available balances earn interest or earnings credit by account type
 - vi. Funds availability schedule and policy
 - vii. A copy of the vendor's proposed custodial agreement for the collateral pledged to secure the County's account. Requirement for execution of the agreement under FIRREA requirements
 - viii. Confirmation that the vendor will adhere to the County's collateral policy
 - ix. The vendor's disaster recovery plan (back-up sites and system back-up process)
 - x. Description of the vendor's dispute resolution and customer service/feedback process

- b. The vendor must also provide the following information with proposal forms:
 - i. Incentives offered for transition or retention
 - ii. Account servicing
 - 1. Designated account representative. Representative should have sufficient decision-making authority within the institution in order to resolve issues. In addition, the representative should have a strong understanding of the County's operations.
 - 2. Back-up staff person
 - 3. Bios of all personnel assigned to the County
 - iii. References (including two comparable public entities)
 - iv. Fee attachment listing pricing for required and optional services listed in Section 2.
 - v. Historical rate attachment that gives the average of interest bearing options for the prior 12 months (interest bearing accounts, money market accounts, ECR and sweep rates)
 - vi. Transition plan approach and timeline defining implementation periods and defined responsibilities that adhere to the County's implementation date of March 1, 2020.

7. Amendments to the RFP:

In the event it becomes necessary to amend, alter or delete any part of the RFP, changes to the RFP will be posted on the website. The address is:

<http://www.co.la-crosse.wi.us/RFP>

Section 4 – Proposal Evaluation

La Crosse County will evaluate the proposals using the criteria described below:

Category	Points
Scope of Work	100
Costs	100
References and vendor qualifications	100
Initial Evaluation Total	300
Interview	300
Grand Total	600

1. Initial Evaluation

- a. Each proposal shall receive an initial evaluation. The proposals will be reviewed by an evaluation team. Highest evaluated vendors, up to 3, shall be requested to meet with the evaluation team for an interview. Vendors will be informed of their interview status no later than 4:00 pm CST, May 30, 2019. Vendors advancing to the interview stage will be provided the interview location and agenda by 4:00 pm CST, May 30, 2019.

2. Vendor Interview

- a. Vendors participating in this process shall explain and support their written proposal through a presentation, and question/answer forum. Interviews are scheduled for June 11, 2019. Vendors must be available to interview on this date.
- b. Vendors will be notified if a second interview is needed by June 14, 2019 and will need to be available to interview on June 26, 2019.

Section 5 – Terms and Conditions

Terms and Conditions:

- a. La Crosse County reserves the right to accept or reject any or all proposals or portions thereof without stated cause.
- b. La Crosse County reserves the right to re-issue any requests for proposals.
- c. Upon the selection of a finalist vendor, the County by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with this vendor. If the County, for any reason, is unable to reach a final agreement with this vendor, the County reserves the right to reject such vendor and negotiate a final agreement with the vendor who has the next most viable proposal or bid. The County may also elect to reject all proposals and re-issue a request for proposal.
- d. Clarification of proposals: La Crosse County reserves the right to obtain clarification of any point in a vendor's proposal or obtain additional information. Please provide an email address or contact/phone number for this.
- e. La Crosse County is not bound to accept the proposal with the lowest cost, but may accept the proposal that demonstrates the best ability to meet the needs of La Crosse County.
- f. The County reserves the right to waive any formalities, defects, or irregularities in any proposal, response, and/or submittal where the acceptance, rejection, or waiving of such is in its best interests.
- g. The County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion, intent to defraud, or any other illegal practice on the part of the vendor.
- h. The vendor agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the County, and its agents, officers and employees, from and against all loss or expense including costs and attorney fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the vendor, or its (their) agents and / or subcontractors which may arise out of or connected with activities covered by this contract.

- i. Insurance:
 - i. Vendor agrees that in order to protect itself as well as La Crosse County, its officers, Boards, and employees under the indemnity provisions set forth in the paragraph above, vendor will at all times, during the terms of this contract, keep in force insurance policies issued by an insurance company authorized to do business and licensed in the State of Wisconsin. Unless otherwise specified in WI Statutes, the types of insurance coverage and minimum amounts shall be as follows:
 - 1. Workers' Compensation: minimum amount statutory
 - 2. Comprehensive General Liability: \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
 - j. La Crosse County shall be given thirty (30) days advanced written notice of any cancellation or non-renewal of insurance during the term of this contract. Upon execution of this contract, the vendor will furnish the County with written verification of the existence of such insurance. In the event of any action, suit, or proceedings against the County upon any matter herein indemnified against, the County shall within five (5) working days cause notice in writing thereof to be given to the vendor by certified mail, addressed to its post office address. The County shall cooperate with the vendor and its attorneys in defense of any action, suit or other proceedings.
 - k. Termination of contract. The contract shall include the following language: "without cause termination of contract with 90 days' notice by either party".

END OF RFP

Appendix A

Account Name - Type:	2018 Average Monthly Receipts	2018 Average Monthly Balance
Goose Island - Checking	\$ 1,876	\$ 1,876
Circuit Court - Checking	\$ 799,352	\$ 814,444
Main Operating Acct - Checking - Sweep	\$ 6,637,816	\$ 6,966,560
Worker's Comp - Checking	\$ 117,091	\$ 117,055
Foster Care - Checking	\$ 15,747	\$ 15,747
CDBG Flood Victims - Checking	\$ 1,348	\$ 1,348
Forte - Checking	\$ 0	\$ 0
CDBG Small Cities - Interest - Checking	\$ 69,489	\$ 69,693
CDBG Small Cities - Non-Interest - Checking	\$ 9,902	\$ 19,303
Payroll - ZBA	\$ -	\$ -
Section 125 - Checking	\$ 98,618	\$ 98,618
Fund 230 CDBG - Checking	\$ 546,960	\$ 547,064
Commercial Card - Checking	\$ -	\$ -
CORE Jail - Checking	\$ 33,198	\$ 33,271