



REQUEST FOR PROPOSAL #2225-01  
FOR  
BANKING SERVICES

Date RFP #2225-01 Available: January 26, 2022

Closing Date and Time for Receipt of Proposals:  
February 17, 2022, at 2:00 P.M.

Early Learning Coalition of Orange County  
Attn: Procurement  
7700 Southland Blvd. Suite 100  
Orlando, FL 32809  
P: (407) 841-6607 / F: (407) 749-0282

# REQUEST FOR PROPOSAL FOR BANKING SERVICES

## I. INTRODUCTION

The Early Learning Coalition of Orange County, Inc. (the Coalition) is a not-for-profit corporation, responsible for the development, implementation and administrative oversight of federal and state grant funded school readiness and voluntary pre-kindergarten programs in Orange County, Florida. The Coalition’s mission is to provide leadership and foster partnerships to optimize a quality learning environment for our children through childcare (ages birth – up to the age of 13), voluntary pre-kindergarten, and parent education.

The Coalition is established to prepare preschool children to enter kindergarten ready to learn, as measured by criteria established by Florida’s Department of Education, Division of Early Learning, which operates under the direction of the Governor of the State of Florida and acts as the lead agency pursuant to Florida Statutes, Section 1002.82. The Coalition is primarily supported by federal and state grants from Florida’s Department of Education, Division of Early Learning (FDEL) passed through from the Department of Health and Human Services and the State of Florida.

Florida has a very public records law regarding business. Most written communications to or from government agencies such as the Coalition are public records available to the public and media upon request. Your communications, therefore, may be subject to public disclosure.

The Coalition is a registered 501(c)(3) not-for-profit corporation serving Orange County, Florida. Governance is provided through a 30-member Board of Directors comprised statutory mandated members and local business leaders from the public and private sector.

The Coalition currently receives in excess of **\$80,000,000** on an annual basis from funding sources including local government and other local entities, state government and federal government.

## II. PURPOSE OF REQUEST

The Coalition is seeking proposals from qualified financial institutions to provide various banking services. Through this contract, the Coalition intends to minimize banking costs and improve operational efficiency. The Coalition’s needs are outlined in the following Request for Proposal (“RFP”).

## III. BID PROCESS

The Coalition will attempt to follow this timetable, which should result in the implementation of a banking service agreement by May 1, 2022.

Issue RFP	January 26, 2022
Deadline for questions – 2:00 p.m.	January 31, 2022
Response to questions (if applicable)	February 3, 2022
Deadline for submittal of proposal – 2:00 p.m.	February 17, 2022
Open and Review of bank proposals by Board Members	TBD
Recommendation to Board of Directors	TBD
Implementation of Banking Service Agreement	May 1, 2022

#### IV. MINIMUM QUALIFICATIONS

To be considered for selection, financial institutions must meet at least the following minimum qualifications:

- A. Authority to offer banking services: Financial Institution must hold a state or federal charter and be federally regulated (i.e., Federal Deposit Insurance Corporation, Office of the Comptroller of the Currency, or Federal Reserve Board).
- B. Access to the Federal Reserve System: Financial Institution must be a member of the Federal Reserve System and have access to all Federal Reserve Services.
- C. Legal Compliance: Financial institution must be in compliance with all applicable laws, rules, and regulations of the State of Florida, and the United States.
- D. Public Deposit Protection Act: Financial Institution must be a Florida State qualified depository for public funds and must be in compliance with Section 280.17, Florida Statutes.
- E. Local banking office: Financial Institution must have an established office or local branch within a 10-mile radius of the Coalition's office.

#### V. PROPOSAL INSTRUCTIONS

- A. All questions regarding this RFP or the services requested will be accepted in electronic format only. Please submit all questions to Jamie Lopez, Procurement and Grants Manager, at [jlopez@elcoc.org](mailto:jlopez@elcoc.org) on or before 2:00 p.m. (EST), Monday, January 31, 2022. Responses to all questions submitted will be communicated electronically to all prospective bidders.

To be considered, the following must be received by the **Early Learning Coalition of Orange County, Attention: Procurement | 7700 Southland Blvd Ste 100, Orlando, FL 32809** on or before 2:00 p.m. (EST) on Thursday, February 17, 2022. The outside cover of the original shall be clearly marked as "ORIGINAL."

- **ONE (1) ORIGINAL SEALED QUALIFICATIONS** (with separate file/binder for the budget) and the documents requested on Section 4.5.A);
- **SIX (6) SEALED COPIES OF the Proposals;**
- **ONE (1) ELECTRONIC COPY** (USB's or CD's) of the Proposals.

The Coalition cautions Firms to assure actual delivery of their Qualifications either hand delivered or mailed via U.S. mail or overnight courier, directly to the address and contact above, no later than the deadline set for submission of the Qualifications. Qualifications and modifications to Qualifications received after the time and date specified herein for Proposal submission will not be considered. Submissions by e-mail or facsimile will not be accepted.

PROPOSALS RECEIVED AFTER THE SUBMISSION DEADLINE SHALL NOT BE CONSIDERED. NO CHANGES, MODIFICATIONS, OR ADDITIONS TO THE PROPOSALS SUBMITTED WILL BE ACCEPTED BY THE COALITION AFTER THE SUBMISSION DEADLINE HAS PASSED Late proposals will not be considered. Amendments to proposals will be considered only if they are received by the above deadline.

A corporate official, legally authorized to bind the bank, must sign the proposal.

- B. Proposal should be prepared with a straightforward, concise description of provider capabilities to satisfy the requirements of the request. Emphasis should be on completeness and clarity of content.

- C. All proposals must include all of the following:
1. Documentation requested in section IX.
  2. Responses to Account Servicing Questions/Statement in section IX.
  3. A detailed schedule of costs by specified tasks as listed in Attachment A.
  4. Completion of Attachment B

## VI. SCOPE OF SERVICES

### GENERAL INFORMATION

The Coalition anticipates contracting for the following general services for a three-year period beginning May 1, 2022 and ending April 30, 2025. At the Coalition's option, a one three-year renewal may be permitted with the same terms and conditions of the original contract or as amended.

### SERVICES REQUIRED

**Checking Accounts:** The Coalition currently utilizes three checking accounts: 1) the primary (operating) checking account, which includes accounts payable, and payroll check processing; 2) an account for unrestricted funds; and 3) a building maintenance account into which restricted funds for the Coalition owned building are held. The financial institution will furnish the Coalition with additional checking accounts as needed.

Currently, the Coalition utilizes bank transfer between its unrestricted account and line of credit to cover operating expenses when cash flow, receipt of distributions from the State of Florida, is too low to cover costs. The basic checking account services should at least:

- Provide paper copies of month-end statements by the 8<sup>th</sup> day of the following month and provide statements to various auditors upon request.
- Provide an on-line computer balance reporting system, with information on collected, available and closing balances, as well as detail of total debits and credits posted to the account for the previous day, by 7:00 a.m. each business day.
- Provide for on-line stop payment look-up and notification.
- Provide designated staff support in answering questions, troubleshooting problems and resolving issues in a prompt manner.
- Provide means to inquire about cancelled checks and stop payments on checks upon proper authorization.
- All accounts must be interest bearing and any fees may not be offset against interest earned on the accounts (required by Federal Statute).

**Corporate Credit Card:** The Coalition may require a corporate credit card account with a limit of \$30,000.

**Automated Daily Balance Reporting:** The Coalition requires an automated PC-based reporting system for access to the closing ledger and available balances. Stipulate the time at which the access is available and describe the system to be used. Reporting should include balance and detail reporting. Samples of the reports must be included in the proposal.

**Sweep Account Provisions:** If the Coalition chooses, the bank will be responsible for automatically sweeping the balances in the Operational Account daily to an investment option (money market fund, repo, etc.). Describe the sweep options and, if a money market fund is used, provide a prospectus. The account will be swept to the compensating balance. **Standard**

**Disbursing Services:** Standard disbursing services for all accounts are required to include the payment of all checks upon presentation.

**Standard Deposit Services:** The bank must guarantee immediate credit on all incoming ACH and/or FedNow transfers and U.S. Treasury checks upon receipt and all other checks based on the bank's published availability schedule. The Bank should specify in their proposal their deposit requirements and commercial and retail deposit locations, including night deposit services and procedures.

**Reporting and Account Analysis:** Monthly account analysis reports must be provided by the bank on a timely basis for each account and on a total account basis. The monthly statements are to be received by the 8<sup>th</sup> of the following month.

A sample account analysis format must be provided as part of the proposal. Samples of monthly statements should also be provided.

**Direct Deposit for Payroll:** The Coalition offers and encourages direct payroll deposit for its employees. The Coalition pays its employees bi-weekly. We currently have 65 employees receiving direct deposits each pay period and our payroll system allows multiple separate bank accounts per employee, which could potentially generate up to 130 transactions per pay period depending on how many employees have multiple bank account transfers.

Currently, the Coalition transmits the payroll data to the financial institution via internet by 5:30 p.m. the day prior to payday. Deposits must be made into the employees' account by 8:00 a.m. on payday. Any deviation from these time limits must be stated in the bid.

**Direct Deposit for Vendors:** The Coalition currently offers direct deposit to all its contracted contractors/vendors. The contractors/vendors are paid weekly and will vary week-to-week, based on invoice fluctuation.

**Account Executive:** A trained, competent, designated account executive must be assigned to the accounts to coordinate the account services and expedite the solution of any problem. A trained and competent backup for the account executive, familiar with the accounts, should also be assigned in the proposal. Stipulate the name and brief Curriculum Vitae of the account executive to be assigned to the Coalition's account.

**Stop Payments:** The proposal must include a statement on the proposed stop payment process on an automated or manual basis.

**Banking Supplies:** The financial institution will be required to provide deposit slips and endorsement stamps.

## VII. TERMS AND CONDITIONS

- A. The Coalition reserves the right to reject any or all proposals, and to waive minor irregularities in any proposal.
- B. The Coalition reserves the right to request clarification of information submitted, and to request additional information on any proposal.
- C. The Coalition reserves the right to award any contract to the next most qualified financial institution if the successful financial institution does not execute a contract within 30 days of being notified of selection.
- D. Any proposal may be withdrawn up until the date and time set above for opening of the proposals.
- E. The Coalition shall not be responsible for any costs incurred by the financial institution in preparing, submitting or presenting its response to the RFP.

VIII. The Coalition is funded, in part, by the State of Florida, Department of Education, Division of Early Learning. The Coalition shall have the right to terminate this agreement if it fails to receive

appropriate funding to continue operation. In such event, the Coalition shall give thirty (30) days advance written notice to terminate contract, if funding is not established to allow continuation of contract.

## EVALUATION PROCESS

Proposals will be evaluated by the Coalition's Board Members. Evaluations will be based on criteria outlined herein. All proposals will be evaluated using the same criteria. The criteria used will be:

### A. Responsiveness to the RFP

The Coalition will consider all the material submitted to determine whether the financial institution's offering is in compliance with the RFP documents.

### B. Ability to Perform Required Services

The Coalition will consider all the relevant material submitted by each financial institution, to determine whether the financial institution is capable of providing services of the type and scope specific to the RFP. The following elements will be given consideration by the Coalition in determining whether a financial institution is capable:

1. The ability and capacity of the financial institution and the skills, experience, and availability of the specific individuals to be assigned to the Coalition to perform the services required.
2. The quality of performance by the financial institution for similar non-profit organizations on previous and similar contracts and such other information as may be secured and considered relevant by the Coalition, including and therefore not limited to information on customer service as supplied in section IX and obtained from references provided.
3. The ability of the financial institution to present professional and innovative work; the skill of the financial institution as demonstrated by samples of similar work and/or references from similar organizations.
4. Strength and stability of the financial institution. The financial institution's financial standing among its peers and the associated credit quality ratings.

### C. Fees

As listed on Attachment A.

Cost of transition: the total cost of doing business with the financial institutions.

### D. References

As described in Section IX B. 2.

### E. Community Presence

As described in Section IX B. 3.

### F. Other Factors

Any other factors that the Coalition believes would be in the Coalition's best interest to consider which were not previously described

## IX. PROPOSAL FORMAT

Please provide your responses to the items below in the order presented.

### A. REQUIRED FINANCIAL INSTITUTION INFORMATION

1. Safety and Soundness

Identify key measures of the bank's financial strength, (e.g., capital ratios, market capitalization, total assets).

2. Financial Statements

Each proposer must submit with their proposal copies of their audited financial reports for the two most recent fiscal years.

3. Other

Each proposer must submit a copy of the two most recent call reports.

### B. ACCOUNT SERVICING

1. Provide the names of individuals, with phone numbers and e-mail addresses, who will be working on the proposed services and their areas of responsibilities including their specific experience relative to the request for proposal requirements.
2. Submit at least five (5) references (preferably from current local non-profit organizations) who can attest to the financial institution's experience as it relates to providing banking services. The references must include contact name, title, address, e-mail address, telephone numbers, and services used.
3. Describe your financial institution's customer service philosophy and organization structure and provide meaningful examples to illustrate, including local community involvement.
4. Provide a funds availability schedule. Describe one day, two-day availability and wire requirements.
5. Describe your Balance Reporting systems and availability.
  - a. What hardware/software does the bank use to deliver balance and transaction detail information?
  - b. What time is previous day information available for access by the customer?
  - c. What are the hours of access of the balance reporting system?
  - d. Does the bank provide current day information?
    - i. How frequently is this information updated throughout the day?
    - ii. What transaction types are available on current day reports?
  - e. Describe the level of detail provided in previous and current day reports?
  - f. How many days of history can be accessed through the system?
  - g. In what format is information available?
  - h. Provide a sample printout of the daily on-line balance information.
6. ACH Services:
  - a. What is the recommended service delivery method (i.e., direct transmission, on-line, or other)?
    - i. What is the hardware/software requirements?
    - ii. What training does the bank provide to customers?
    - iii. Does the software offer the ability to manage security and access levels by user?
    - iv. What report options are available?

- v. What controls are in place to protect against lost files and duplications of transmissions?
  - vi. Does the bank provide automatic file receipt acknowledgements? If so, how?
  - vii. Describe the role of any third-party processor used by the bank to provide ACH services?
- b. What are the hours of operation of the ACH unit?
  - c. What is the bank's cut-off times for customer initiation of ACH transactions?
  - d. Describe the procedures used to verify accurate and secure receipt of transmissions.
  - e. Can the bank automatically redeposit items returned for insufficient or uncollected funds?
  - f. How does the bank handle file, batch, and item reversals and deletions?
7. Errors and Adjustments:
    - a. Describe your adjustment process for resolving deposit discrepancies.
    - b. Do you adjust the deposit amount or process an adjusting debit or credit?
  8. Describe how inquiries requiring research and adjustments are handled by the institution. Are there established turn-around times for research and adjustment items? If yes, specify.
  9. Describe NSF or Returned Items processing procedures, fees or other related services available. The Coalition will require re-depositing "NSF" or "uncollected funds" returned items so they may be presented a second time prior to being charged back.
  10. Security/Protection Measures: What security features are in place to minimize the risk of unauthorized transactions?
  11. Service Enhancements: Describe any enhancements, technological or otherwise, that should be considered to improve operational or cash management efficiencies.
  12. Discuss your use of the internet in providing services to your business customers.
  13. Disaster Recovery:
    - a. Describe your institution's formal disaster recovery plan.
    - b. How quickly will back-up facilities be activated?
    - c. Describe your institution's operating capabilities to assist the Coalition in the event of a disaster or declared emergency.
  14. Account Implementation Plan: Provide a detailed description of the implementation process, including testing, and a sample implementation schedule. Such as transfer of business accounts from one financial institution to another, online banking services, ACH set-up and training, stop payments, etc.
  15. List the address and hours of operation at your nearest branch office and the hours of operation for non-branch services.
  16. Discuss any special conditions, other fees, other services, or deviations from the requested scope.



## ADDENDUM – CURRENT BANKING INFORMATION

The following are eighteen (18) month averages collected/investable balances:

Operating Account			
Month	# of Deposits	Total Deposits	Ending Balance
Jul-20	20	\$7,635,005.00	\$1,838,632.00
Aug-20	24	\$9,100,264.00	\$884,610.00
Sep-20	19	\$8,455,332.00	\$2,770,623.00
Oct-20	19	\$6,988,936.00	\$1,161,499.00
Nov-20	21	\$6,942,287.00	\$719,576.00
Dec-20	31	\$14,086,301.00	\$7,065,710.00
Jan-21	14	\$689,117.00	\$538,911.00
Feb-21	19	\$9,525,417.00	\$3,763,244.00
Mar-21	22	\$4,783,263.00	\$1,800,909.00
Apr-21	18	\$14,333,787.00	\$8,316,364.00
May-21	20	\$623,718.00	\$1,966,312.00
Jun-21	26	\$15,239,806.00	\$5,286,370.00
Jul-21	19	\$8,391,916.00	\$5,564,827.00
Aug-21	27	\$9,781,064.00	\$8,194,813.00
Sep-21	19	\$1,525,374.00	\$2,105,769.00
Oct-21	18	\$15,082,208.00	\$9,221,763.00
Nov-21	23	\$18,209,889.00	\$20,282,851.00
Dec-21	25	\$12,719,186.00	\$8,938,187.00

The Coalition currently receives in excess of \$80,000,000 on an annual basis from funding sources including local government and other local entities, state government and federal government.

**ATTACHMENT A - BANKING SERVICES CHARGES**

*Any and all anticipated service charges must be shown on this form for them to be applicable under the agreement. Add additional lines as required.*

Service Unit	Unit Charge	Cost of Service
Account Maintenance	Per month	
Daily Balance Reporting	Per month	
Credits Posted	Per transaction	
Debits Posted	Per transaction	
ACH Processing	Per transaction	
Origination of file	Per tape	
ACH deletions	Per transaction	
ACH entries	Per transaction	
Returned checks	Per transaction	
Controlled Disbursement	Per account/Per month	
Commercial Items Deposited		
Stop payments	Per transaction	
Wire Transfers		
Incoming	Per transaction	
Outgoing	Per transaction	
Extra Statements	Per transaction	
Current Interest Rate Charged		
- Corporate Credit Card	APR	
Current Interest Rate Paid		
- Money Market Account		
- Business Checking		
Other Available Incentives		
Other Charges/Fees		

**ATTACHMENT B**  
**General Assurances and Certifications**  
**VENDOR**

The Early Learning Coalition of Orange County, Inc. is funded by Florida Department of Education, Division of Early Learning, which requires “General Assurances” that must be signed by all agencies and organizations that receive federal or state funds. This is required by:

- Applicable regulations of other federal agencies.
- State laws and regulations pertaining to the expenditure of state funds.

NOTE: Certain of these Assurances may not be applicable to the Vendor’s project or program. If you have questions, please contact the Coalition.

**Certification:**

I certify that Vendor, \_\_\_\_\_, will adhere to each of the assurances contained in this set of General Assurances and Certifications as applicable to the project/service(s) for which this Vendor is responsible.

_____ Signature	_____ Date	_____ Area Code/Telephone #
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- A. Assurances – Non-Construction Programs (SF 424 B)
- B. Debarment and Suspension Certification (29 C.F.R. part 98 and 45 C.F.R. part 74)
- C. Certification Regarding Lobbying (29 C.F.R. part 93 and 45 C.F.R. part 93)
- D. Drug-free Workplace Certification (29 C.F.R. part 98 and 45 C.F.R. part 82)
- E. Certification Regarding Convicted Vendor List and Discriminatory Vendor List
- F. United States Departments of Labor, Health and Human Services, and Education and Related Agencies Appropriations Act of 1995 (section 507, P.L. 103-333)
- G. Trafficking Victims Protection Act of 2000, section 106(g), as amended (22 U.S.C. 7104)
- H. Certification Regarding Standards of Conduct
- I. Certification Regarding Prohibition for Distribution of Funds to the Association of Community Organization for Reform Now (ACORN)
- J. Certification Regarding Equal Employment Opportunity (E.E.O)

By signing, the Vendor is providing the above assurances and certifications as detailed in the link below.

[General Assurance and Certification Detail](#)

The Vendor understands and agrees that it is required to inform the Coalition immediately upon any change of circumstances regarding this status.

By signing above, the Vendor, through the duly appointed representative, certifies and assures that it will fully comply with the applicable assurances outlined in parts A through J, above.

ATTACHMENT C  
Scoring Sheet for  
Request for Proposal for:  
BANKING SERVICES

RFP #2225-01 issued January 26, 2022

Name of Financial Institution

MARK **YES** OR **NO** FOR EACH OF THE FOLLOWING:

IV. MINIMUM QUALIFICATIONS:

- A \_\_\_\_\_ Respondent has authority to offer banking services.
- B1 \_\_\_\_\_ Respondent is a member of the Federal Reserve System
- B2 \_\_\_\_\_ Respondent has access to all Federal Reserve Services.
- C \_\_\_\_\_ Respondent is in compliance with all applicable laws, rules, and regulations of the State of Florida and the United States.
- D \_\_\_\_\_ Respondent is a Florida State qualified depository for public funds and in compliance with Section 280.17, F.S.
- E \_\_\_\_\_ Respondent has an established office or local branch within a 10-mile radius of the Coalition's office.
- F \_\_\_\_\_ Proposal was received by Thursday, February 17, 2022, by 2:00 p.m.
- G \_\_\_\_\_ IF ANY OF THE ABOVE ARE "NO", DO NOT PROCEED.

SERVICES REQUIRED:

- \_\_\_\_\_ Respondent agrees to provide Coalition with a minimum of three checking accounts.
- \_\_\_\_\_ Respondent agrees to provide the Coalition with additional checking accounts as needed.
- \_\_\_\_\_ The Respondent agrees to provide the basic checking account services, including:
  - \_\_\_\_\_ Month-end statements by the 8<sup>th</sup> day of the following month.
  - \_\_\_\_\_ Provide statements to various auditors upon request.
  - \_\_\_\_\_ Provide an on-line computer balance reporting system with information on collected, available and closing balances, as well as detail of total debits and credits posted to the account for the previous day, by 7:00 a.m. each business day.
  - \_\_\_\_\_ Provide for on-line stop payment look-up and notification.
  - \_\_\_\_\_ Provide designated account executive support in answering questions, troubleshooting problems and resolving issues.
  - \_\_\_\_\_ Provide means to inquire about cancelled checks and stop payments on checks.
  - \_\_\_\_\_ All accounts will be interest bearing and any fees may not be offset against interest earned on the accounts.
  - \_\_\_\_\_ Provide the Coalition with a corporate credit card account with a limit of \$30,000.

- \_\_\_\_\_ Provide an automated PC-based reporting system for access to the closing ledger and available balances.
- \_\_\_\_\_ A sweep account is available.
- \_\_\_\_\_ Standard disbursing services for all accounts will include the payment of all checks upon presentation
- \_\_\_\_\_ Guarantee immediate credit on all incoming ACH and/or FedNow transfers and U.S. Treasury checks upon receipt
- \_\_\_\_\_ Provide monthly account analysis reports received via US Postal Service by the 8<sup>th</sup> day of the following month.
- \_\_\_\_\_ Provide a sample account analysis format as part of the response to the RFP.
- \_\_\_\_\_ Provide direct deposit for payroll purposes as detailed in RFP.
- \_\_\_\_\_ Provide direct deposit for vendors as detailed in RFP.
- \_\_\_\_\_ Provide deposit slips and endorsement stamps at no cost.

**IX. PROPOSAL FORMAT**

**A. REQUIRED FINANCIAL INSTITUTION INFORMATION**

- 1 \_\_\_\_\_ Respondent identified key measures of the bank’s financial strength
- 2 \_\_\_\_\_ Respondent submitted copies of their audited financial reports for the two most recent fiscal years.
- 3 \_\_\_\_\_ Respondent submitted a copy of the two most recent call reports.

**B. ACCOUNT SERVICING**

- 1 \_\_\_\_\_ Respondent provided contact information.
- 2 \_\_\_\_\_ Respondent provided reference information as requested.
- 3 \_\_\_\_\_ Respondent provided financial institution customer service philosophy and organization structure and examples.
- 4 \_\_\_\_\_ Respondent provided a funds availability schedule.
- 5 \_\_\_\_\_ Respondent described Balance Reporting system and availability.
- 6 \_\_\_\_\_ Respondent described ACH Services
- 7 \_\_\_\_\_ Respondent described errors and adjustment processes.
- 8 \_\_\_\_\_ Respondent described how inquiries requiring research and adjustments are handled
- 9 \_\_\_\_\_ Respondent described NSF or Returned Items process
- 10 \_\_\_\_\_ Respondent described security features in place.
- 11 \_\_\_\_\_ Respondent described any enhancements, technological or otherwise.
- 12 \_\_\_\_\_ Respondent provided information on plans to remain competitive.

- 13 \_\_\_\_\_ Respondent described Disaster Recovery Plan.
- 14 \_\_\_\_\_ Respondent provided description of the implementation process, including testing, and a sample implementation schedule. Such as transfer of business accounts from one financial institution to another, online banking services, ACH set-up and training, stop payments, etc.
- 15 \_\_\_\_\_ Respondent provided the address and hours of operation at nearest branch office and non-branch services, within 10-miles of the Coalition office.
- 16 \_\_\_\_\_ Respondent discussed any special conditions, other fees, other services, or deviations from the requested scope.
- 17 \_\_\_\_\_ Respondent completed Attachment A “Banking Services Charges”
- 18 \_\_\_\_\_ Respondent completed Attachment B “Assurances and Certifications”.

After reviewing the response, what are the strengths of the Respondent:

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What is the total “YES” score for the respondent from the above: \_\_\_\_\_

What is the total “NO” score for the respondent from the above: \_\_\_\_\_

\_\_\_\_\_  
 Reviewer’s signature

\_\_\_\_\_  
 Reviewer’s printed name

\_\_\_\_\_  
 Coalition Position (staff or Board)

\_\_\_\_\_  
 Date of Review