



## REQUEST FOR PROPOSAL (#04-2023-RPL) BANKING SERVICES

### I. SUMMARY

Reading Public Library (RPL) and the Reading Public Library Foundation (RPLF) are seeking proposals for banking services from local institutions. The RPL is a department of the City of Reading and the RPLF is an affiliated nonprofit. The only tax returns filed are a 990 and 941. Income is from state, county, local, and advancement sources.

### II. GENERAL PROVISIONS

This request for Proposals, including attachments, exhibits, amendments, or addenda (collectively, the “RFP”) is subject to the following rights, including, but not limited to:

- A. withdraw and/or cancel this RFP at any time before final award of the contract;
- B. request clarification and/or additional information from any or all Proposers;
- C. amend any term or requirement of this RFP at any time before award of a contract (Proposers may amend their Proposals, as directed by RPL, if RPL materially alters or amends the RFP after submission of Proposals);
- D. alter any key dates or deadlines related to this RFP;
- E. award the Work, in whole or in part, to one or more Proposers with or without interviews or negotiations;
- F. reject any Proposal that does not strictly conform to the requirements of this RFP;
- G. conduct an interview with any or all of the Proposers to aid the evaluation process;
- H. negotiate potential contract terms with any Proposer;

RPL and RPLF are not liable or responsible in any way for any expenses incurred in the preparation of a Proposal in response to this RFP.

### III. TIMETABLE & DESIGNATED CONTACT

- A. Subject to change at RPL’s discretion, the following are key RFP dates.
  - 1. RFP issued: **April 24, 2023**
  - 2. Deadline to submit questions to RPL: **May 15, 2023 by 1:00 pm** (by email only to the “Designated Contact”)
  - 3. RPL’s response to substantive questions: **May 30, 2023** (by email)
  - 4. PROPOSAL Due Date: **June 15, 2023 by 1:00 pm**
- B. Contact Information
  - 1. All questions regarding this RFP should be submitted in writing via email to the “Designated Contact” Vicky Fuller, Administrative Coordinator at [vicky.fuller@reading.lib.pa.us](mailto:vicky.fuller@reading.lib.pa.us)

### IV. GENERAL REQUIREMENTS

- A. Minimum Qualification Requirements

1. The following are the minimum qualification requirements for this RFP. Proposals that fail to meet these requirements will be rejected.
  2. The Proposer must be a Commonwealth of Pennsylvania or Federally chartered commercial bank with no restrictions by Pennsylvania to provide banking services to any entities; and,
  3. The Proposer ideally should have a branch in the City of Reading.
- B. Submission of Proposals  
Proposals must be received by RPL no later than **1:00 p.m.** on **June 15, 2023**.

Each proposer must submit (7) paper copies and a PDF version (via CD-ROM or flash drive) in a sealed package clearly marked “Proposal Enclosed – Banking Services” to the Designated Contact by hand-delivery to the Circulation Desk, or by certified mail to:

Vicky Fuller  
Reading Public Library  
100 South 5<sup>th</sup> Street  
Reading, PA 19602

RPL is not responsible for late Proposals, no matter the cause. Proposals must arrive at the time and place specified herein and be time stamped by RPL by the Due Date/time. Late Proposals will NOT be accepted. Proposals submitted by fax or electronic transmission will NOT be accepted. A Proposer may, after submitting a Proposal, amend its Proposal by submitting an amended Proposal, clearly labeled “Amended Proposal – Banking Services,” as long as the amended Proposal is submitted by the Due Date/time.

## V. PROPOSAL FORMAT AND CONTENTS

- A. Proposal Format must
  1. Be printed on 8 ½” X 11” paper;
  2. Have numbered pages;
- B. Proposal Content must include the following in the order listed:
  1. Cover Letter, signed by a person within the firm who is authorized to bind the Proposer, which includes representations that:
    - a) *Except as disclosed in the Proposal, no officer or employee of the Proposer is directly or indirectly a party to or in any to other manner interested financially or otherwise in this RFP;*
    - b) *Proposer satisfies all of the minimum qualification requirements in Section IV.A.*
  2. Executive Summary.
  3. Response to the Questions as well as all of the Information Required (Sections VI. A and B.)
  4. Cost Proposal with “Schedule of Fees and Expenses” (Section VII)

RPL reserves the right to reject any Proposal that fails to include any required item described in this Section V. B. including Cover Letters that are unsigned or fail to include each of the above representations.

## VI. INFORMATION REQUIRED

### A. Questions and Information Sought Relating to the Work

1. Provide a brief description of Proposer's background, size, and history as they are relevant to the Work.
2. Describe any special services that your bank provides, particularly those that may not be offered by other banks.
3. Describe your proposed team's experience with similar work for other public agencies and authorities.
4. Describe the online services, publications, training, and other resources maintained by your bank that would be available to the Organization.
5. Provide a proposed schedule of action for the transition and conversion:
  - a) *A timetable of actions required by the Organization and the bank.*
  - b) *What dedicated resources, procedures, and controls the bank will provide or recommend to ensure that the conversion is successful.*
6. Please describe the service, and where applicable, the procedures and methods which will be used to provide the Work to the Organization. The Proposal must include a clear description of how the bank will provide the Work outlined in Exhibit A and addresses all questions/concerns listed in Exhibit B. It is optional for the bank to offer new technologies or recommend improvements to the Organization's current procedures.
7. What is the bank's credit rating(s) issued by a nationally recognized credit rating agency(s)?
8. Please state the bank's current policy and enclose your standard agreement regarding the pledge to secure deposits of the Organization funds, in addition to FDIC's coverage.
9. Describe all fraud protection measures.

### B. Questions and Information Relating to Proposer's Firm & Eligibility

1. Within the past three (3) years, have there been any significant developments in your firm such as changes in ownership or restructuring? Do you anticipate any significant changes in the near future? If so, please describe.
2. Has your firm or have any of the firm's employees been disciplined or censured by any regulatory body within the last five (5) years? If so, please describe the relevant facts.
3. Within the last five (5) years, has your firm, or a partner or employee in your firm, been involved in litigation or other legal or regulatory proceedings relating to the provision of professional services? If so, please provide an explanation and the status or disposition of the matter.
4. List any conflicts of interest, professional, or personal relationships your firm's employees may have with RPL's or RPLF's Board Members and/or employees, a list of which is attached as Exhibit C.

5. Describe what actions your firm takes to demonstrate their commitment to the local Reading-Berks community.

**VII. COST PROPOSAL; FORMAT AND REQUIRED INCLUSIONS**

The bank must prepare and attach to each Proposal a “Schedule of Fees and Expenses” detailing the cost of the services for payment. In addition, using the bank's “Schedule of Fees and Expenses”, please provide a detailed schedule of the cost of services for a typical month of activities provided in Exhibit A.

**VIII. SELECTION PROCESS**

**A. Evaluation**

Each timely submitted Proposal will be reviewed for compliance with the form and content requirements of this RFP. A committee of RPL and/or RPLF employees and board members (“Committee”) will then review and evaluate the Proposals in accordance with the evaluation criteria set forth below.

**B. Interviews**

RPL reserves the right to decide whether to interview any or all of the Proposers. The Committee may conduct interviews for many reasons, including determining a Proposer’s ability to perform the Work or provide specific services, or to seek information related to any other evaluation criteria.

**C. Evaluation Criteria for Selection**

Selection will be based upon the following criteria:

**1. Technical Evaluation:**

Strength, clarity, and effectiveness of bank's Proposal. Evaluation of Proposer's analysis of and recommendations concerning the Organization's overall banking requirements and needs, as well as the overall quality, detail, and clarity of the Proposal. Experience and ability of personnel and resources.	30%
Evaluation of specific services and products available.	50%
Depository Services and Other - 10%	
Check Imaging - 10%	
Stop Payments - 10%	
On-line/Remote Access and Reporting - 10%	
Company Credit Cards and Merchant Services – 10%	
Demonstrated commitment to the City of Reading and surrounding community.	20%

2. Cost Proposal evaluation
3. Presentation or interview, if required.

**D. Basis for Selection**

The Committee will select a Proposal based on the highest technically rated Proposal that is determined to be in the best interests of RPL and RPLF; in conjunction with the results of any presentation or interview; and while considering which Cost Proposal is fair, reasonable, and provides the best value to RPL and RPLF.

**EXHIBIT A**  
(Scope of Work)

- A. The selected Proposer will be responsible for providing the following Scope of Work:
1. Provide banking services (which include credit card processing) to the Organization(s) for the following major operating accounts (each an “Account and collectively, the “Accounts):
    - i. Operating Account – RPL
    - ii. Operating Account – RPLF
    - iii. Credit card processing Account(s) for four branch locations (These accounts are directly linked together to the RPL Operating Account.)
- B. All work to be performed by the selected Proposer shall be performed under the supervision of the branch manager in charge of this account (the “Lead Person”), who must ensure that the work completed for the Organization is performed competently and in a timely manner.

<b>Volume of Monthly Activity</b>		
<b>Product Line and Description</b>	<b>Reading Public Library</b>	<b>Reading Public Library Foundation</b>
Account maintenance		
Debit posted – electronic	10	0
Check/Debit Posted	148	10
Credit Posted – electronic	1	0
Statement Cycles	1	1
Receivables Maint – online	0	0
Branch Credits Posted	7	5 (eTapestry)
Check Deposited – on us	7	0
Check Deposited – Transit	0	0
Remote Deposit Capture Maint	8	9
Exception notification – acct	0	0
Exception Item	0	0
Check Exception Return	0	0
Stop Payment – electronic	0	0
Online ACH maintenance		
Debit Originated – online	8	0
Credit Originated – online	19	0
Addenda Record Originated	43 per ACH batch	0
Monthly Service		
Acct Transfer Item	0	1
Accounts Reported	1	1
Transactions Reported – 45 day	180	24

Average Daily Balance in RPL Account      \$168,792.60  
 Average Daily Balance in RPLF Account      \$72,976.82

## **EXHIBIT B**

### *Depository Services and Other*

1. Does your bank have a branch located within the City of Reading? Provide distance in miles from branch to the Main Library at 5<sup>th</sup> Street and Franklin.
2. Does your bank offer any other services that would ease making frequent physical deposits into the accounts?
3. What availability of funds will your bank give the Organization on check deposits?
4. The Organization will use deposits as part of its daily cash position for investment on the same day it is deposited. Please explain how the Organization receives credit for this deposit on the same day.
5. Can your bank provide electronic reporting of deposit detail activity? Is this available daily, weekly or monthly? At what time of day is it available? In what format can this information be downloaded?
6. Please describe how the Organization will receive debit advisories for dishonored checks. Please provide a sample.
7. Does your banking system offer debit-blocking functions? Please describe.
8. What hold times, if any, are there on government checks in excess of \$100,000?
9. What hold times, if any, are there on business checks in excess of \$10,000?
10. Does the bank offer direct deposit for payroll in a single ACH batch? Describe the timeline for submitting ACH payments to match library payday dates.
11. What is the procedure for compiling corporate resolutions and collecting signatures?
12. Describe your banks coin handling policies/procedures. Do you accept pre-rolled coins? Do you have an onsite coin-counting machine?

### *Check Imaging*

1. What is your bank's current method of providing image services to customers?
2. Due to the large volume of checks issued, please describe your bank's recommendation on the best storage mechanism for the Organization to use. The Organization does not want to be responsible for storing check images.
3. Explain how the Organization would retrieve copies of check images.
4. How long will it take your bank to provide an imaged check to the Organization electronically?
5. Please affirm that your bank, on an emergency basis, can provide to the Organization same day imaging.

### *Stop Payments*

1. How will reports on stop payments be available and when?
2. How will stop payment releases be reported? Will the bank be able to issue and release a stop payment on the same day?
3. How will verification of release be reported?
4. If this service is available online, please briefly describe the service.
5. Is it possible to indicate on the stop payment screen that a replacement check has been requested?
6. Please affirm that original checks will be stored for eighteen (18) months.

### *On-line/Remote Access and Reporting*

1. Please describe how the bank will provide standard monthly, daily and annual reports to the Organization. Be as specific as possible, i.e., report access, how frequently the report will be available, type of report, etc.
2. Please provide samples of the above reports as an appendix to your Proposal.
3. In the event of system failure during which the Organization cannot access online reports, describe how reports will be made available to the Organization.
4. How soon after month (period) end are statements available and how long will reports be available online.
5. How many users can be assigned and listed on account(s)?

### *Company Credit Cards and Merchant Services*

1. Please describe how the bank will facilitate the Organization's acceptance of credit card payments.
2. Are Merchant Services provided via an in-house program or through a 3<sup>rd</sup> party association?
3. Describe the banks company credit card services in detail. Are company cards issued from the Proposal bank or a 3<sup>rd</sup> party? Address whether the cards will be Corporate Credit Cards issued based on the Organization or off individual employee's credit.
4. Will all credit cards assigned to more than one individual be presented on one statement?

## **EXHIBIT C**

(List of RPL and RPLF Board Members and Employees)

### **RPL BOARD MEMBERS**

Alan Carman  
Keith Mooney, Esq.  
Chris Phillips  
Zelda Yoder  
Julia Becker  
Sherry Cameron  
Nancy Campbell  
Kaitlin Daley  
Renee Dietrich  
Michel Micozzi  
Alfonso Pena  
Salvador Sepulveda  
Ramona Turner Turpin

### **RPLF BOARD MEMBERS**

Ken Haupt  
Alan Carman  
Melissa Adams  
Craig Perrotty  
Kelsey Frankowski  
Chris Phillips  
Nancy Campbell  
Renee Dietrich

### **EMPLOYEES**

Melissa Adams  
Rosalin Afan  
Jada Aviles  
Kristen Batista  
Jonathon Bernet-Aponte  
Troy Bowers  
Barbara Breidenstein  
Jennifer Bressler  
Linda Capozello  
Lori Carman  
Joanne Casantini-Fleig  
Emilia Cervantes

Faith Constein  
Madison Constein  
Rachel Constein  
Egon Cools  
Martha Creary  
Rosana Cubides  
Daniel Egusquiza  
Cid Espinal  
Jose Ferrer  
Melissa Flores-Feliciano  
Vicky Fuller  
Zachary Fuller  
Dalai Galvin  
Marissa Guidara  
Duane Hamaker  
Emmily Hepner  
Damien Horne  
Julie Ketterer  
Robert Martin  
Mayra Martinez  
Nancy Maurer  
Emily McNulty  
Ruby Mora  
Mike Najarian  
Yolanda Otero Rodriguez  
Stephanie Ortyl  
Charlotte Prospel  
Jesse Royer  
Mayra Sepulveda  
Kimberly Servello  
Ronald Smith  
Nathaniel Thomas  
Sharice Towles  
Ibeth Villa-Tamay  
Becky Wanamaker  
Emily Wolfe  
Daniella Yacono  
Ryan Yanchocik