

**PURCHASING DEPARTMENT
101 EAST 11th STREET, STE. G-13
CHATTANOOGA, TENNESSEE 37402
CITY HALL**

Request for Proposals for the City of Chattanooga, TN

Sealed Proposals will be received at 101 East 11th Street, Ste. G-13, Chattanooga, TN, 37402, until 4:00 p.m., e.s.t., on March 9, 2018.

Requisition No.: RFP – 165284

Ordering Dept.: Department of Finance & Administration / Treasury

Buyer: Deidre Keylon / Email: rfp@chattanooga.gov

Phone No.: 423- 643-7231 / Fax No.: 423- 643-7244

Request for Proposals for Commercial Banking Services

**SEALED PROPOSALS MUST BE RECEIVED AS SPECIFIED
NO LATER THAN 4:00 PM, EST, ON MARCH 9, 2018; and
ALL QUESTIONS MUST BE SUBMITTED IN WRITING AS SPECIFIED
NO LATER THAN 4:00 PM, EST, ON FEBRUARY 21, 2018**

The City of Chattanooga reserves the right to reject any and/or all proposals, waive any informalities in the proposals received, and to accept any proposal which in its opinion may be for the best interest of the City.

The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin.

The City of Chattanooga (COC) Terms and Conditions posted on the Website are applicable:

<http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>

All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated.

ALL PROPOSALS MUST BE SIGNED.

PLEASE PROVIDE THE FOLLOWING:

Company Name: _____

Mailing Address: _____

City & Zip Code: _____

Phone/Toll-Free No.: _____

Fax No.: _____

E-Mail Address: _____

Contact Person: _____

Signature: _____

Date: _____

COMPLETED AND SIGNED PAGE TO BE RETURNED WITH PROPOSAL

REQUEST FOR PROPOSALS (RFP)
FOR
COMMERCIAL BANKING SERVICES

DEPARTMENT OF FINANCE & ADMINISTRATION / TREASURY

THE CITY OF CHATTANOOGA

I. REQUEST SUMMARY

The City of Chattanooga, Tennessee, (“City”) invites interested parties to submit proposals for commercial banking services for a one (1) year contract with two possible one (1) year renewals by mutual agreement.

The City is seeking proposals from public depositories which are State or National banks with a location in the State of Tennessee as defined by TCA Title 9-4-107 to provide a full range of banking services to include but not limited to:

- Checking accounts
- Payroll services (direct deposit and pay card)
- Direct Deposit
- Lockbox payment processing
- Security Safekeeping & Custody
- Collection of Property taxes at Branch locations
- ACH transactions
- Wire transactions
- Purchase Card and Virtual Purchase Card
- Merchant Card Processing

Contractors may apply for one or more of these services. Proposers must have a Community Reinvestment Act (CRA) rating of not less than satisfactory.

II. INTRODUCTION

A. COMMUNITY

Chattanooga is the fourth largest city in Tennessee, located near the southeastern corner of the State of Tennessee and is located within Hamilton County. It encompasses an area of 148 square miles and a population of approximately 176,000. The Census Bureau data shows the city is the second fastest growing urban area in the state. The City is empowered to levy a property tax on both real and personal property located within its boundaries. The City employs approximately 2,500 citizens and provides a full range of municipal services including but not limited to fire and police protection, sanitation services and recycling, construction and maintenance of highways, streets and infrastructure; recreation and cultural activities, youth and family development, public library, community development, planning and zoning, neighborhood services, social services, and general administrative services. It also operates a water quality program, a solid waste program, communication system and a wastewater system for its residents and for other communities in southeast TN and northwest GA.

B. USE OF BANKING SERVICES

The City of Chattanooga Treasurer's office makes extensive use of banking services for daily operations of revenue and disbursement activities. In addition, other various departments will utilize some of the products that the banks offer (such as payments, pcard, etc). The City is open to proposals including enhanced new products, provided that they limit and control risk, and make working with the City easy for its citizens.

III. SCOPE OF SERVICES

The City of Chattanooga intends to obtain the services of a qualified bank which can provide these services for its purposes. Such services shall include, but shall not be limited to, the following:

- A home office or full service branch in the City of Chattanooga
- Establish and maintain number of demand deposit accounts as required by the City
- Provide investment services to include: safekeeping accounts, CD's, treasury notes, and agency bond purchasing.

- Provide at a minimum the following services:
 - Deposit of unencoded checks as required
 - Process disbursement checks
 - Payroll Direct Deposit
 - Stop payment services
 - Zero balance accounts
 - Controlled disbursement on selected accounts
 - Electronic positive pay on selected accounts
 - Automated or online balance reporting
 - Daily file transfer for all bank accounts
 - Lockbox payment processing services
 - Electronic imaging (front and back) of disbursement checks, deposits, and other bank ledger transactions
 - Secure method for wire transfer of funds upon request
 - Initiate and monitor online wires in a secure fashion
 - Ability to create and store recurring/repetitive wire instructions/templates
 - Ability to store future dated wire transfers
 - Secure electronic method for initiation intra-bank transfers between city accounts
 - Accept and send ACH transactions
 - Must be both a sending and receiving bank of NACHA
 - City must be able to submit ACH files and initiate online via bank software
 - Prenote capability
 - Re-presentment of checks (RCK) through ACH on targeted dates
 - Security measures for ACH initiation/origination and ACH receptions (ACH filters and blocks)
 - Cash employee payroll checks, preferably without charge
 - Accept all deposits at branch locations and credit funds to specified accounts with tracking to City department level based on deposit slip encoding or other means.

- Deposit Processing
 - Coordinate deposit processing, provide vault services and furnish coin and currency through the City's armored car service.

- The City would like the option of remote check deposit if available
- Cutoff time and requirements by location
 - Describe policy on strapped/rolled and pricing basis
 - Credit advice processing (online or mailed)
 - Discrepancy and write off policy
 - Type of deposit bag used/required
 - Standard return and re-clear processing
 - Deposit locations
 - Deposit reconciliation services availability
 - Deadline for same day credit of deposits
 - Liability for fraudulent deposit items
- Support
 - Furnish coin and currency for all City locations upon request
 - Collateralize all collected balances, in accordance with the Tennessee Code Annotated §Title 9-4-103 & 9-4-504. Mandatory participation in the Tennessee Collateral Pool for Public Deposits
 - Overnight investment service (sweep) for excess cash balances in the demand deposit accounts. Refer to T.C.A. 6-56-106 for Authorized Investments for municipalities
- Reports
 - Monthly activity statements and account analysis reports (online and hard copy) for all accounts by the 5th day of the following month
 - Provide sample copy of statement
 - State length of time report images are maintained online
 - Describe dispute resolution process
 - online banking to contain basic reports and inquiries
- Training
 - Adequate training is needed to navigate software and systems that the City would use for banking transactions

C. SERVICE GROUP SPECIFIC QUESTIONS – Proposers should provide the requested information only for the service categories for which they are proposing.

Service Group 1 – General Banking Scope of Services

The City currently uses a variety of methods to process daily deposits. Most deposits from City departments are accumulated and processed at the Treasury Department and transported to the bank by armored car. Some departments make deposits at the closest branch bank. The daily deposit includes unencoded checks, cash and a small volume of coins. The armored car service is currently contracted with and paid for directly by the City. Provide information if armored service may be provided by your bank to your money center, or if not, please provide detail about alternative service.

- Deposit Processing:

1. Identify your deposit processing locations within the City of Chattanooga.
2. What location do you propose for the City's or bank's armored car service to deposit funds for processing?
3. Are night drop, vault, remote and branch service options available? Is pricing different for utilizing these different deposit options?
4. Please describe remote depositing process if available.
5. What is the ledger cut-off time for deposits?
6. Do you require that cash be deposited in standard straps only? Is there a penalty for depositing non-standard straps?
7. Do you accept loose and/or rolled coin for deposit at vault, branch and night drop locations? Is there a fee for depositing loose or rolled coin?
8. Do you limit the number of deposit tickets that can be included in one deposit bag?
9. Can checks, currency and coin be included in the same deposit or are split deposits required?
10. What type of deposit bags do you allow/require? Do you provide these bags? Do you charge a fee for these bags? Are there any restrictions on deposit bags provided by the customer?
11. Can return items be automatically re-deposited? If so, how many times? Are there additional charges for re-deposited items? (The City requires a minimum of 1 re-deposit.)
12. How and when will you notify the City of the reason for returned items? Will this report show the payer's name?
13. Identify how contaminated currency and/or coins may be processed?

14. Can daily deposit receipts be faxed or emailed to City?

- Deposit Verification

1. How many bank employees are present when deposit bags are opened? What specific security measures are employed?
2. If provisional credit is given, when does verification take place? In 24 hours? 48 hours?
3. Does the bank identify and adjust all discrepancies?
If no, at what dollar amount do you write off discrepancies?
Do you adjust the deposit amount or process as an adjusting debit or credit?
What is the standard procedure for reporting deposit adjustments? What additional options are available?

- Availability

1. How do you determine and calculate availability of deposited items?
2. Do you give immediate availability for on-us items?
3. Do you calculate availability by item or formula?
4. Provide a copy of the availability schedule you propose to use for the City. Is this your best schedule? If not, quantify the difference and explain how we can obtain your best availability schedule. Describe the extra charge, if any, for obtaining your best availability schedule.

- Electronic Check Conversion

1. Describe the bank's ability to provide check conversion processing
2. When would the City receive good funds on converted items?
3. Describe the reports that would be available to the City including any online capabilities. When would images of the converted check be available to the City?
4. Do you offer Check Guarantee services?

- Vault Services

1. How much advance notice is required for coin and currency orders utilizing an armored or courier pickup?

2. Are there minimum purchase requirements (e.g. standard straps of currency and full boxes of coin)? Is a discount offered for purchasing standard amounts? What settlement options are available for change order (e.g. cash, check, debit to account, wire)?
 3. Can the bank provide emergency cash, up to \$20,000, with 24 hours notice on a confidential basis to the City's Police Department? The currency needs to be in various denominations and used bills.
 4. Does your institution offer armored car services at a reduced rate? The City requires transfers to and from the Treasurer's Office once a day. What is the fee for this service?
 5. Does your institution offer modular vaults to be at the location of City Hall that can provide provisional credit and weekly armored car pickup?
- By what methods can the City be notified of the amount of disbursement checks to be charged to its accounts? Does the method selected affect the notification time? Please describe.
 - Positive Pay
 1. Describe the bank's ability to provide Positive Pay Services.
 2. What types of medium (i.e. data transmission) can the bank accept?
 3. What is the deadline for the transmission of check issuance files to the bank?
 4. What options are available for notifying the City of rejected items? How much time will the City have to review discrepancies and notify the bank to reject?
 5. Are controlled disbursement customers required to have Positive Pay?
 - Controlled Disbursement
 1. Describe the bank's ability to provide controlled disbursement services.
 2. What are the average daily total dollars and total items presented to the bank's controlled disbursement site?
 3. Where will the point or points for the City's proposed disbursement account be located? What is its relationship to your organization: Main office, branch, affiliate, correspondent, service bureau, other? How are the points classified – city, Regional Check Processing Center (RCPC) or City?
 4. At what time will the City be notified of presentment items? Specify 1st and 2nd presentment times.

5. What is the average percentage of the final presentment available at the 1st presentment time?
 6. Is automatic funding of the controlled disbursement account from a main account possible?
- How soon after the cut-off date will bank statements, CD/ROM of cancelled checks, deposit tickets and reconciliation information be sent for partial reconciliation? For positive pay?
 - Overdraft Charges
 1. What are the fees and interest charges associated with overdrafts? How are these charges calculated?
 2. Is there a fee per check or per occurrence when there is an overdraft?
 3. Is there a daily cap on fees?
 - Stop Payments
 1. How are stop payment orders placed? Can stop payments be placed online?
 2. What is the deadline for same day action?
 3. How long will the stops remain in effect?
 4. Can stop payments be automatically renewed? If so, for how long?
 - ACH Processing
 1. Describe the bank's ACH and Direct Deposit service in detail.
 2. What are the different ACH file transmission options available to the City?
 3. What are the transmission deadlines for ACH files? When does the bank need the file from the City and when are funds debited from the City's account?
 4. Describe your institution's ability to block unauthorized ACH Debits. If your bank provides ACH debit blocking, what level of filtering can be applied?
 - Wire Transfers
 1. Describe the bank's online wire transfer process.
 2. What is the cut-off time for same-day wire transfers?
 3. How are online wire transfer initiated and monitored online?

4. List your security measures for wire initiation and approval.
 5. Provide method of creating and storing recurring/repetitive as well as non-recurring wire templates.
- Investment Sweep
 1. What short-term investment vehicle do you propose to use for the overnight sweep in the City's demand deposit accounts?
 2. What time of day is the cash sweep deadline? Is it end-of-day or next-day sweep?
 3. Provide return history for the most recent twenty-four month period.
 4. What applicable fee (if any) applies for funds swept into this investment vehicle? How is the fee calculated?
 - Balance Reporting
 1. Describe the reports that will be available to the City through the bank's balance reporting system. Include sample reports.
 2. How will the City access the reporting system (i.e. Internet)? Is specific software required to communicate with the bank's system? Is there an extra charge for this software? Must allow for downloading of bank balances and transaction detail by City. City of Chattanooga uses Chrome and Google suite.
 3. Does the bank have experience interfacing with Oracle E-Business Suite?
 4. Will the reporting system provide beginning and ending ledger (book) balances, collected balances, available balances and float assignment?
 5. What current-day reporting is available through the reporting system?
 6. Does your deposit reporting system report electronic transactions (e.g. ACH, wire) as well as paper documents?
 7. Can reports be customized?
 8. How many business days of balance history are stored on the reporting system and available for customer access?
 9. Does the bank offer account reconciliation services? If so, describe how the service works in general and the City can use it. Can the information be retrieved via an online Internet banking website?
 10. Provide a demonstration of your online capabilities. Please provide full access to your system capabilities versus providing a tutorial program.

- Provide the address of the local office that will service each of the following locations (service must include, but are not limited to, acceptance of deposits, vault services, and maintenance of multiple accounts).
- Describe in detail the package of employee banking services and incentives that you propose to provide to City employees. Must employees use direct deposit to obtain these services? What are the associated costs to the City and employee for these services?
- Provide fee structure and circumstances under which fees can be waived.

Service Group 2 – Lockbox Processing Scope of Services

The City currently utilizes lockbox services to process current property tax and water quality fee payments for annual billing prior to October 1st, automatic traffic enforcement citation fines, and utility billing that occurs monthly.

The annual expected volume to be received for property tax is between 35,000 and 40,000 checks with a total dollar amount of \$150 to \$160 million. Items will be received over a period of several months from October through February. Expected volume for automatic traffic enforcements is 37,000 or \$1,850,000 annually. Expected volume for utility billing is around 600,000 with a total dollar amount of 40 million.

1. Describe the financial institution's ability to provide the lockbox services listed below. Indicate type of lockbox services offered (i.e. retail, etc.).
 - Maintain one lockbox to process the City's property tax & water quality fee collections.
 - Receive payments (electronic or payer).
 - Capture images of checks and other remittance documents electronically.
 - Transmit remittance detail to the City electronically and deliver paper remittance documents to the City in a timely manner.
 - Automatically deposit funds to designated City accounts, which may be at another financial institution.
 - Provide automated or online balance reporting services.
 - Provide monthly activity statements and reports for all accounts by the 10th day of the following month.

- Collateralize all collected balances, in excess of balances insured by the FDIC, in accordance with the Tennessee Code Annotated §§ 9-4-103 & 9-4-501. Participation in the Tennessee Collateral Pool for Public Deposits is mandatory.
 - Provide an overnight investment service (sweep) for excess cash balances in the demand deposit accounts as provided in T.C.A. §6-56-106.
2. Where is your lockbox processing center(s) located? What location are you proposing to use for the City?
 3. What were the average monthly volumes for your locations during the last twelve months (items, dollars, number of lockboxes and number of customers)?
 4. Does the bank have a unique five-digit zip code assigned exclusively for receipt of lockbox items? If you have a unique zip code, is it included in the post office's first sorting pass?
 5. What is the ledger cut-off time for lockbox deposits for the bank of first deposit? Include weekends and holidays. What is the latest mail pickup to be included in the last deposit? Will you process and deposit all of the City's payments on the same ledger day as received? If not, when are these items deposited?
 6. Describe the lockbox department's processing workflow. Highlight your quality control checkpoints and the components that are directly controlled by the lockbox manager. Include a schematic or flow chart of the processing procedures.
 7. List your procedures for the control and processing of cash received in remittance envelopes. Is there dual control? Do you have security equipment within the lockbox area?
 8. Does the bank process both wholesale and retail payments on the same equipment in the lockbox department? If yes, how are payments prioritized for processing?
 9. Provide a copy of the availability schedule you propose to use for the City. Is this your best schedule? If not, quantify the difference and explain how we can obtain your best availability schedule. Describe the extra charge, if any, for obtaining your best availability schedule.
 10. Describe your procedures for the capture and transmission of remittance detail such as account or invoice number. In what standard formats does the bank transmit? Will you customize?
 11. Can you provide daily images of all checks and remittance advices? If so, in what format (e.g., Internet, PC bank software, CD-ROM, searchable pdf).
 12. Describe the bank's ability to integrate deposit processing with the City's receivable system (Property Tax, Utility billing, and/or City Court).

13. For a given day's lockbox activity, at what time of day can you report the total amount that will be credited to the City's account?
14. What courier services are provided by the bank for delivery of remittance documents to the City? How frequently will paper remittance documents be forwarded? If courier services are not provided by the bank, what third-party couriers are available and/or recommended?
15. Is the bank capable of performing special handling requests, such as returning some remittance documents on a timely basis?

16. Investment Sweep

- What short-term investment vehicle do you propose to use for the overnight sweep in the City's demand deposit accounts?
- What time of day is the cash sweep deadline? Is it end-of-day or next-day sweep?
- Provide return history for the most recent twenty-four month period.
- What applicable fee (if any) applies for funds swept into this investment vehicle? How is the fee calculated?

17. May the City select which bank receives its deposits? Can the transfer of funds be automated? Is there an additional fee if the City chooses to have funds deposited to its concentration bank?

18. Lockbox Reporting

- What information is available and when is it available? Is this information available on the same system that is used to provide balance reporting services?
- How will the City access the reporting system (i.e. dial up, Internet)? Is specific software required to communicate with the bank's system? Is there an extra charge for this software?
- Can reports be customized?
- How many business days of history are stored on the reporting system and available for customer access?
- Please provide sample reports and statements.
- Provide a demonstration of your online capabilities. Please provide full access to your system capabilities versus providing a tutorial program.

19. Please provide pricing for Lockbox Services assuming the City utilizes a remittance document similar to the document shown in Attachment II. If the City is willing/capable of making modifications to the document, how will pricing and processing be affected? What changes to the remittance document would you suggest to achieve these efficiencies?

Service Group 3: Payroll Card Processing Scope of Services

The City currently pays employees by check or direct deposit. (Approximately 98% of employees use direct deposit or a payroll card.) The City issues payroll checks for the 2% of employees who do not have/use a bank account or payroll card. The City prefers that bank process payroll checks without charge.

1. Describe the financial institution's ability to provide the payroll card services listed below:
 - Provide payroll card to any City employee
 - Assist the City with administrative card management
 - Support marketing to City employees and provide written instructional materials when employees sign up
 - Provide a card that is linked to a wide range of ATM networks, e.g. STAR, Cirrus, Plus, Maestro
2. Are you proposing a branded card (Visa, Mastercard)? If so, which one?
3. Provide a sample of the card.
4. Employee Contact
 - Describe the marketing materials you provide.
 - Describe the enrollment process including information about training materials provided to employees.
 - Once enrolled, how will cards be distributed to employees?
 - Do you provide enrollment/change forms directly to employees? Can employees enroll/make changes automatically (using an Inter/Intranet/IVR system)?
 - Describe the level of customer service provided to employees. Is there a phone number employees can call 24/7?
5. Operational

- Do employees get an individual account number? How does payroll get the account number information?
- How can we pay an employee if they have lost their card and not yet received a replacement card (emergency payments)? Will balances from the lost/stolen card be automatically transferred to the new card?
- What happens when an employee terminates?
- What happens to inactive cards, or cards held by terminated employees, that still have a balance left?

6. Reporting

- Identify the kind of management reports that are available (i.e. – Negative Balance Summary, Debit Balance, Days Before Card Expiration, Account Creation, Account Activation, ACH Rejects, Lost/stolen Cards, Non-Activated and Re-Issued Accounts).
- Will the employee get monthly statements? In what format (paper, electronic) are the statements available?
- Will the employee have inquiry access to their account via interactive voice response (IVR) and/or the Internet?
- Provide sample reports+bsmart@chattanooga.gov

7. Payroll Card Functionality

- Can the employee use any ATM?
- Can the employee get cash-back from an Interlink merchant (or other similar vendor)?
- Can the employee get a cash advance? If yes, how?
- Can the employee transfer funds from the card into another type of account (or vice-versa)?
- Can the employee have automatic bill payments set up?
- Can the bank ensure that no overdrafts will occur? If yes, how?
- If you are not able to ensure no overdrafts, who is liable for the overdraft if uncollectible?

8. Do you offer an alternative payroll card solution for one-time or temporary employees?

9. Fee and Expenses

- How many free withdrawals per pay cycle will an employee get from your ATM Network?
- What other ATMs/networks can the employee use to get free withdrawals? Provide a listing of networks.
- List all costs to the employee associated with card usage including overdraft fees.
- Will the City incur any costs?

Service Group 4: Merchant Card processing Scope of Services

The City currently accepts credit cards for payments. There are approximately 27,500 Visa transactions per year totaling \$1.3 million and 7,500 Mastercard transactions per year totaling \$470,000. The City also processes approximately 1,000 American Express transactions annually totaling \$157,000 and 10 Discover transactions monthly totaling \$1,300. The City currently accepts merchant cards at approximately 16 point-of-sale locations. The City owns its terminals and models include Verifone Omni 3750, Verifone Omni 3200SE, Verifone Trans 330, Verifone Trans 460, and Hypercom T4200.

The City does not accept debit cards at most locations, but would like to add this functionality. Visa Debit cards are currently only accepted for property tax and business tax payments.

1. Describe the financial institution's ability to provide the merchant card processing services listed below:
 - Process credit card payments (MasterCard, Visa, American Express, and Discover).
 - Process debit card transactions.
 - Transfer funds to designated City accounts.
 - Provide automated or online reporting services including user-friendly summary reports on chargebacks. Individual user identification and pass codes must be assigned to limit merchant access to their own accounts.
 - Provide a detailed monthly analysis statement for each individual merchant location and a consolidated statement showing charges for all account services.
2. Does the bank act as its own processor or does it use the services of a third-party processor? If a third-party processor is used, for how long has the bank had a relationship with this institution?

3. Provide information on the daily volume processed by the processor for all clients.
4. What differentiates your service from that of other providers?
5. What authorization methods do you support and which do you recommend? List and describe alternatives.
6. What are the procedures to reverse an incorrect authorization?
7. Provide a funds availability schedule by card type. Is it negotiable?
8. Is settlement made by ACH or Fedwire? Is there an additional charge for Fedwire? When will funds be available to the City if settlement is made to another financial institution?
9. Are settlement amounts listed separately on the bank statement or will they appear as one lump sum? At a minimum, settlement amounts must be listed by merchant, by deposit.
10. Will you provide a designated contact person or a department to help the City manage chargebacks?
11. Do you have the capability to store and retrieve transaction information, including signatures for bankcard transactions and non-bank card transactions? If so, do you have a system that would enable the City to retrieve and receive this information online?
12. Describe your online capabilities to review merchant card transactions. Is transaction information available by terminal or merchant identification number? How many City employees will you permit to access this online reporting system with a unique log on identification?
13. Describe your debit card processing capabilities.
14. Provide your average response times for dial and lease-line authorization methods for both peak and normal periods.
15. Provide security features – including account number encryption and purging policy

16. Do you comply with Payment Card Industry (PCI) data security standard compliance and liability regulations
17. Describe Visa Tax Payment Program and how related fees may be charged for property tax collections, etc.

Service Group 5: Purchasing Card Program

The City currently has a Purchasing Card/Executive Travel Card Program. The Purchasing Card program is administered through City Purchasing Division (Program Administrator), with the current purpose of facilitating low-dollar, high-volume transactions. Purchasing cards are issued to certain staff, with transaction and monthly limits assigned to each card.

The City has 131 cards issued with the number likely to vary between 135-140. The total annual charges to all cards was \$1.8 million in fiscal year 2017. The City has 56 suppliers enrolled in a Virtual Purchase Card Program. The total annual spending through the Virtual Purchase Card facilitation was \$1.6 million in fiscal year 2017.

The City is sales tax exempt and requires that the following be printed on each individual account card: "Tennessee (*or TN*) Sales Tax Exempt ID xx-xxxxxxx - Official Use Only".

To include:

1. Cards of a national brand (MasterCard, Visa, etc);
2. Automated approval and reconciliation application software;
 - a. Administration functions to include:
 - i. Add or delete users;
 - ii. Make adjustments to cardholders' credit limits; and
 - iii. Other card controls.
3. Cards tailored with the City logo and sales tax exemption information;
4. Provide detailed and customizable online reporting, with exporting capability;
5. Provide designated users with authority to manage purchasing cards online, through a user-friendly interface.
 - a. Preference for one point of log-in access.
6. Provide customized usage on cards;
7. Provide training and customer support, integrating proactive vendor educational materials and training schedules; and

8. Pay a rebate to the City, based on expenditures.

Responsive Information Requested -

1. Explain the financial institution's general ability to provide the purchasing card services, as described.
2. What differentiates your service from that of other providers?
3. What card platform(s) does your program employ (e.g., MasterCard, Visa, American Express or other)? Why? If more than one is used, which would you recommend for the City and why?
4. Is any third-party partner used to perform authorization functions, transaction functions or any other function? If so, please explain.
5. Settlement Terms.
 - What billing cycles are available?
 - How will the City receive billing statements?
 - Will the City receive one consolidated billing statement?
 - Does the capability exist to view Department-specific charges?
 - What are the payment terms from "statement date"?
 - Through what forms may the City make payment (i.e. ACH, check, etc.)?
5. Describe the card provide controls and usage restrictions supported by the issuer's program:
 - Company level restrictions
 - Cardholder level restrictions
 - Department level restrictions
 - Merchant Category Code/Standard Industry Classification (MCC/SIC) restrictions
 - Cash advance restrictions
 - Dollar limits
 - Prevention of counterfeit cards
6. City Program Administration
 - a. Reporting -

- i. Describe in detail the online reporting that is available. Please provide a list of all available reports, and sample reports.
 - ii. Describe availability of reports (24/7 or limited).
 - iii. Describe customization of reporting:
 - 1. Available export formats;
 - 2. Reports and fields that are able to be customized or are restricted;
 - 3. Ability to search transactions and account history.
 - iv. Describe capability of reporting:
 - 1. Department-specific expenditures;
 - 2. Expenditures made from economically disadvantaged businesses;
 - 3. Sales and use taxes; and
 - 4. Spend by vendor.
 - v. Is the Program Administrator able to:
 - 1. Assign roles to different departments for access to online reports?
 - 2. Configure reporting online?
 - vi. Is technical support available? During what hours?
- b. Card Restriction Modification -
 - i. Will the Program Administrator be able to modify restrictions?
 - ii. Can restrictions be modified in real time, using online software?
 - iii. Do different procedures exist for altering different type of restrictions?

7. Fraud - Prevention and Resolution

- a. Is transaction activity screened for fraud patterns? If so, please explain.
 - i. If not, is this capability forthcoming? If so, when?
- b. What are the liabilities of the City and employees, and the available preventive measures, in the event of fraud, abuse or loss of a card?
- c. Provide statistics regarding fraud in relation to your purchase card program.
- d. Fully describe the dispute resolution process
 - i. Timeframe;
 - ii. Respective responsibilities of the parties; and
 - iii. Are disputed items removed from an invoice, pending an investigation?

8. Document Production

- a. How long is the historical account activity retained?
- b. Can the issuer reproduce lost, corrupted, or destroyed files (i.e. charge slips)?
 - i. Is there a charge for reproduction?
 - ii. What is the typical turnaround time?

9. Provide a price schedule for all fees related to purchasing card services. Include all one-time and ongoing fees, including minimums. Describe incentives or price breaks offered based on business volume, timeliness of payment, rebates or other measures.
8. Can you provide cardholder capability to enter accounting information into a centralized system for extraction into the City's accounting system? This should include a free-form field, where each card holder can enter an account string up to 50 characters in length. The extraction of data will be done monthly by one City staff member.
9. Describe the electronic data available online that can be downloaded.
 - a. In what format is information available?
 - b. What is the frequency of distribution and/or required processing time?
 - c. Oracle E Business Suite - City's current accounting system
 - i. Can your reporting software interface with this system? If so:
 1. Are there any special hardware or software requirements; and
 2. Is customized programming required to accomplish, and would a cost be associated with this function?
 - ii. Can individual transactions be automatically entered?
10. Describe any implementation service support. Include any costs.
 - a. Technical assistance;
 - b. User manuals;
 - c. Instructional and/or educational materials;
 - d. Initial/ongoing training for Program Administrators/cardholders; and
 - e. On-site visits.
11. Describe customer service capabilities.
 - a. Hours of coverage;
 - b. Telephone and/or online support;
 - c. Dedicated account representative;
 - d. Cardholder account management;
 - e. Cardholder complaints/disputes; and
 - f. Quality measures for response time.
12. Please provide a sample cardholder application.

13. Please list the number of municipal or county governments currently using your bank's card services.

Service Group 6: Security Safekeeping and Custody Scope of Services

The City currently maintains an Operating Fund portfolio with fixed-income investments of approximately \$360 million. On average, 100 transactions are executed annually. The custodian bank will have no responsibility for investing or reinvesting these monies except for providing an overnight investment vehicle.

1. Describe the financial institution's ability to provide the security custody services listed below:
 - Maintain one or more accounts within the bank's Trust Department for the cash and securities owned by the City.
 - All securities and cash held by the custodian shall be segregated from the assets of others and shall be and remain the sole property of the City. The custodian shall have only the bare custody thereof. The securities held by the custodian shall, unless payable to the bearer, be registered in the name of the City, or in the bank's nominee name. Securities delivered to the custodian, except for bearer securities, shall be in due form for transfer or already registered as provided above.
 - Process security trades per instructions sent by authorized persons.
 - Collect all coupons and other periodic income on securities held and process per instructions received by authorized persons.
 - Create, maintain and retain all records relating to securities held in custody in City accounts to meet the requirements and obligations under generally accepted accounting principles.
 - Communicate call notices and reorganization notices to the City.
 - Transfer funds to other City accounts, which may be at other banks.
 - Provide a short-term investment vehicle for uninvested balances in the City's accounts. (A list of securities permitted for overnight investment is provided in T.C.A. 6-56-106.)
 - Provide monthly activity statements and reports including the market value of all portfolio holdings.

2. List the total number and market value of custodial accounts as of December 31 for the following years: 2014, 2015 and 2016. Also include the average length of service.
3. Describe your organization's commitment to providing custody services.
4. Briefly describe how your bank handles securities processing on behalf of its clients for each of the items listed below. Where automated processing is available, indicate the nature of the automation and level of availability.
 - Receipt of trade instructions including same-day (cash trades)
 - Affirmation processing (DTC)
 - Notification of settled trades, failed trades, available balances, etc.
 - Securities position reporting and reconciliation
 - Reporting of income on securities held
 - Trade discrepancies (e.g. band, DKs)
5. Investment Sweep
 - What short-term investment vehicle do you propose to use for the overnight sweep in the City's demand deposit accounts?
 - What time of day is the cash sweep deadline? Is it end-of-day or next-day sweep?
 - Provide return history for the most recent twenty-four month period.
 - What applicable fee (if any) applies for funds swept into this investment vehicle? How is the fee calculated?
6. Are security transactions settled on an actual or contractual basis? How will you compensate the City for fail float?
7. When do you credit interest and dividends?
8. Provide a listing of cut-off times for notification of securities transactions. Please specify if the cut-off times vary for different types of securities.
9. Describe any sub-custodial arrangements that would be used for securities belonging to the City. Include a description of the arrangements used for the delivery of physical securities.

10. Reporting

- Describe the frequency and format of custody reports that you would provide to the City.
- Include sample reports
- Is the bank willing/able to develop customized reports? If so, please provide specific pricing information below.
- Do you provide custodial information to clients through an online inquiry/reporting service? Are customized reports available at no additional charge through this online inquire/reporting service?
- What source do you use for market valuation of securities?

Service Group 7: Collection of Property Taxes and Water Quality Fees at Branch Locations

The City expects to receive between 35,000 and 40,000 checks with a total dollar amount of \$150-160 million. As described above for Service Group 2: Lockbox Processing, the City intends to collect most of these payments using a lockbox. However, as a convenience, the City would like to offer taxpayers the option of remitting tax payments at bank branches throughout the City. The City desires to have one or more banks willing to accept and process water quality and property tax receipts. The City wishes to continue to offer this service for the upcoming tax season with tax bills being sent starting at the end of September 2018.

1. Assuming taxpayers have a remittance document similar to Attachment, please describe the process that your institution proposes to collect remittance documents and payments at its branches.
2. How many branch locations in the City of Chattanooga does your institution operate to perform this service?
3. Can the bank process check deposits and remit documentation to the City or channel payments through lockbox if provided? Will a summary report be provided of deposits made by each branch location? What additional information will this report show?
4. How will remittance documentation be returned to the City?

5. Please describe the charges that would be assessed for this service? Would a different fee schedule apply if your financial institution is awarded Service Group 1 or 2?
6. What is the ledger cut-off time for deposits?
7. Availability
 - How do you determine and calculate availability of deposited items?
 - Do you give immediate availability for on-us items?
 - Do you calculate availability by item or formula?
 - Provide a copy of the availability schedule you propose to use for the City. Is this your best schedule? If not, quantify the difference and explain how we can obtain your best availability schedule. Describe the extra charge, if any, for obtaining your best availability schedule.

D. CONTROL – All proposers must provide this information.

1. Describe the electronic and/or manual system used to provide the proposed services along with backup and recovery capabilities.
2. Describe the bank's security procedures for its information reporting system, both for access and information protection.
3. Describe the types of insurance and bonding carried.
4. Include a copy of your most recent report issued in accordance with the Statement of Auditing Standards – 70 (SAS 70), if available.
5. Bank must provide a disaster recovery plan that will provide for continuous delivery of services under the contract.
6. For electronic data file transmission, bank must have the capability to transfer ASCII text data to and/or from the City of Chattanooga via either FTP or FTPS; however, City prefers data transmission via FTPS. User must have a static IP address from which contact will be made to the City's servers via secured, Cisco VPN connection; said address must be provided to the City of Chattanooga's Information Services staff prior to the first data transmission. Any change of said IP address must be coordinated with the

City's Information Services staff with a minimum advance notice of two (2) weeks. Data transmission must be able to run unattended during non-business hours. The City IS Division will decide transmission time. The format and content of the data file(s) must conform to the City's requirements.

E. CONVERSION – All proposers must provide this information. Please provide details for each Service Group.

1. Describe a conversion plan to transition the City's use of this service to your financial institution.
2. What lead-time do you expect will be necessary before the conversion begins?
3. Indicate your plans for educating and training City employees in the use of your systems.

F. NEW SERVICE & IDEAS.

1. Does your institution offer other cash management services, such as investment management or fixed-income security brokerage/dealer services? Please briefly describe the services that may be of value to the City.
2. Does your institution offer remote deposit options for checks? If so, please describe in detail. In addition, do you offer remote cash vault for provisional depositing? If so, please describe in detail.
3. Describe any alternatives, enhancements, or improved services that you believe would be beneficial to the City.
4. Please provide any additional information that you believe to be pertinent but not specifically requested elsewhere in the RFP.

G. PRICING AND ACCOUNT ANALYSIS – All proposers must provide this information.

1. Provide a complete fee schedule for all of the services described in your proposal using AFP Service Codes. Include any one-time or set-up charges, research fees, minimum fees and all other fees that will be charged. Include any incentives or price breaks offered

based on volume, timeliness of payment, rebates or other measures. Fees for each Service Group must be presented separately.

2. Will the bank cash the City's payroll checks without charge, regardless of the bank on which the check is drawn? If not, what is the charge? Is a check cashing agreement required? If yes, include a copy.
3. Does the City have the option of compensating your bank on either a fee or balance basis? Is the price the same for either option? If not, what is the difference? If on a fee basis, can excess balances be used to partially offset activity charges or carried forward?
4. Please provide a sample analysis statement for the City account. How soon after month-end is the analysis statement mailed? Does the bank offer electronic analysis and bank statements?
5. How is your earnings credit determined, adjusted, and applied? Please include in your explanation the impact of your reserve requirement, your formula for converting service charges to balance requirements and a listing of your earnings credits and reserve requirements for the most recent twenty-four month period. Can interest accrue on accounts and receive earnings credit? Provide example of rates for interest bearing vs. earnings credit on accounts.
6. What time frame does your bank use when reviewing balances for deficiency or excess (e.g. rolling twelve month average, calendar quarter, calendar year, etc.)?
7. Describe the bank's policies concerning daylight and end-of-day balance overdrafts. Indicate whether this is applied to each individual account or across all accounts of a client relationship.
 - Does the bank establish an intra-day limit per account or per customer? How flexible can the bank be?
 - Is wire transfer processing stopped when the intra-day limit is reached? Explain procedures.
 - If the bank incurs a daylight overdraft charge from the Fed, will it pass this charge onto its customers? If so, how (e.g. intra-day loan, daylight overdraft facility fees)? How is the charge allocated among customers?

8. Will the bank pass on FDIC or FICO charges to the City? If so, what is the current charge and how is it computed?
9. Is the bank willing to guarantee the proposed fees for the entire term of the contract (up to seven years)? If not, for how long are the fees guaranteed and what is the basis of fees for the remaining term?

H. REFERENCES – All proposers must provide this information.

1. Provide names, addresses and phone numbers of at least five references (local governments and public agency references, if possible), which are currently using the services for which you are proposing. Select a mix of long-standing and recent customers. Identify which service groups your institution provides for each client (i.e. General Banking, Merchant Card Processing, Lockbox Processing, Payroll Card Processing, Purchasing Card, Security Safekeeping). Please include at least one reference for each service group.
2. How many institutional clients have terminated these services in the last three years?

I. SAMPLE CONTRACT – All proposers must provide this information

- Provide a sample of a proposed contract(s) for your firm's services. Please include all relevant attachments.

IV. PROPOSAL CONTENTS

In addition to other information requested in this RFP document, the Proposal shall provide the following general information about the organization:

- A. The name, address, telephone, and email address of the Proposer and principal contact person
- B. Identify the type of firm or organization (corporation, partnership, joint venture, etc.) and describe the entity that will serve as the contracting party.
- C. Submit a project organization chart.
- D. Proposer shall identify the portions of the work that will be undertaken directly by the Proposer and shall identify the portions of the work that will be subcontracted. At a

minimum, Proposers must identify the lead parties which will undertake the various roles for the various phases.

- E. Describe the proposed contractual relationships between the Proposer and all major partners and subcontractors relative to the various phases of the project.
- F. Describe the history of the relationships among the Project Team members, including a description of past working relationships.
- G. Provide the history, ownership, organization, and background of the Proposer. If the Proposer is a joint venture, the required information must be submitted for each member of the joint venture firm. Include the following:
 - 1. Names of partners, and company officers who own 10 percent or more of the shares.
 - 2. If the Proposer or joint venture is a subsidiary of a parent company, state when the subsidiary was formed and its place in the corporate structure of the parent company. If a subsidiary is newly created for the purposes of responding to this RFP, the reasons for this action must be fully disclosed.
 - 3. Identify any lawsuits or litigation, permit violations, and/or contract disputes for other projects by the Proposer.
- H. Provide documentation that the firm is of sound financial standing and has the financial ability to work in the capacity of sewer fee billing services.

PROJECT APPROACH

The Proposer shall provide the following:

A. General Experience

Provide a summary of the experience of the Proposer's Project Team.

- B. Provide a list of three (3) to five (5) projects (additional proposal evaluation credit to be given for each above three (3) to a maximum of five (5)) of similar type that the Proposer's Project Team has worked on independently or together. Include the name, description, and location of each project; dates work was performed; and name, address, and phone number of owner and/or contact person.
- E. Describe in detail the overall approach that will be used by the Project Team to perform the Scope of Work described herein for the project.

Technology Requirements

The Chattanooga Department of Information Technology will partner with the Treasury Office in the effort to implement the chosen solution. Below is an outline of basic technology requirements. This list should not be considered all-inclusive.

1. Customer Support

a. Technical Support

- i. Resolution of issues relating to network and client devices (desktops, laptops, tablets, etc.) shall be provided by City DIT when relevant.
- ii. The software vendor and/or a third-party vendor must provide other forms of technical support.

b. Functional Support

- i. Provide access to an online user community supported by and/or participated in by vendor representatives.
- ii. Provide an avenue for functional support, whether through vendor or an approved third-party.

2. Database Systems

Proposed on-premise software must use an approved Database Management System (DBMS) from the following list, based upon what is currently in use at the City of Chattanooga and what is regarded as acceptable industry-wide for enterprise use:

- a. Oracle DBMS
- b. Microsoft SQL Server
- c. Oracle MySQL/MariaDB
- d. PostgreSQL
- e. NoSQL
 - i. MongoDB
 - ii. Cassandra
- f. Provide an industry-standard method of accessing stored database information, including:
 - i. Documentation of methods
 - ii. Reasonable support for said methods
- g. Upgrades:
 - i. Database as provided must be the current production version of the DBMS or its -1 version.
 - ii. Vendor should agree to database upgrades as follows:
 1. A new DBMS release is deemed “current” when it has been in production release for 180 days.
 2. Upon designation of a new “current” version, the previous “current” version becomes Current -1.

3. The previous Current -1 goes into a 270-day countdown period, by then end of which vendor should make available the current version.
- h. Address validation:
 - i. An approved geocoding interface must exist for the validation of entered and modified street addresses.
 - ii. Address formats should conform to industry standards and best practices.
3. Hosted Solution

If the vendor proposes a hosted solution, the software must be hosted by the proposer or an approved alternative. Following is a minimum list of requirements that should be included in the hosting agreement.

Support agreement

- a. SLA: Vendor should provide a service level agreement. The agreement should include the amount of guaranteed “uptime”, the process and timeline for dealing with “downtime”, and the consequence for any failures.
- b. Test instance(s)
 - i. One (1) or more instance available as deemed necessary.
 - ii. Regular clones from production instance to test instance(s) must be provided.
 - iii. A mechanism by which to request additional test instances.
- c. Interfaces
 - i. Vendor should provide accessible interface methods via tools such as APIs and/or web services.
 - ii. Vendor should provide reasonable access for the City’s Department of Information Technology personnel.

Data safeguards

- a. Data Security
 - i. Vendor must specify an actual and specific and independent security standard that will be provided. It must be updated and audited regularly (SAS70/Type II audits). City will be provided with the appropriate audit report as part of the RFP.
 - ii. Vendor must provide notice of security/data breaches in advance of any user notification.
 - iii. If cyber security insurance is carried by the vendor, the City should be listed as an additional insured.
- b. Data Privacy
 - i. Privacy policy should describe the different types of information collected; how it will be used, disclosed, and shared; and how will the provider protect the information.
 - ii. Data Encryption: Provide encryption of data in both

transmission and storage (“at rest”), privacy concerns, and any other contractual protections.

c. Data Redundancy

- i. Include provisions regarding the obligations of backing up the data and the frequency of that data backup.
- ii. Also include provisions regarding the ongoing access to the data or the delivery of such data to the City.

d. Electronic discovery

- i. Identify the format in which data will be produced in the event of a discovery request.
- ii. Identify the tools that are available to access customer data in the event of an e-discovery need.

4. Integration Oracle e-Business Suite General Ledger, Accounts Payable, Purchasing, and Accounts Receivable.

Any solution must be provide an integration for billings, customer receipts, account adjustments, etc. to the general ledger. Accounts receivable balances, aging and revenue reports must be included.

Technology Requirements Specific to Banking/Billing/Payments

- **Solution must be PCI compliant**
- **Data at rest should be encrypted**
- **PID information must be stored and transferred encrypted**

SCORING OF PROPOSALS:

EVALUATION CRITERIA

Selection will be made from a short list of proposers deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors listed below (not in priority order):

- Understanding of the needs and operation requirement of the City.
- The experience, resources, and qualifications of the financial institution and individuals assigned to this account.
- Relevant experience managing similar account relationships with public institutions and agency clients
- Bank and branch locations.
- Availability schedule.
- Scope of services offered including degree of automation.
- Financial strength of proposing institution.
- Adequacy of financial controls and protection against loss.
- Quality and scope of conversion plan.
- The value of any new product or service suggestions or other new ideas and enhancements.
- Compliance with the requirement of this RFP and quality of proposals. Completeness of response to the RFP.
- Proposed fees and compensation (Although fees and compensation will be an important factor in the evaluation of proposals, the City is not required to choose the proposal with the lowest cost.)

WEIGHTING OF EVALUATION CRITERIA IS:

40% Competence/Approach to Scope of Work

25% Qualifications and Team Experience

25% Price/Value/Cost

10% Reference Projects

EVALUATION COMMITTEE MEMBERS

A small group of Evaluation Committee Members will be given the task of evaluating the proposals in an objective manner based upon the criteria specified in this document.

FINALIST FORMAL PRESENTATION

One or more finalists may be selected for formal presentation to be given in-person, by webcast, or by teleconference (format to be pre-arranged prior to the event). The City may allow vendors to choose a preferred format due to cost. In the event that the City decides to select one or more proposers for formal presentation, the City will select the highest ranked proposer or proposers. Finalist formal presentations will be evaluated based on the same criteria described above unless otherwise specified to involved parties prior to presentations.

SELECTION OF A FINALIST OR FINALISTS

After the review of the proposals and formal presentations (if any) by the Evaluation Committee, the City may, at its sole option, elect to reject all proposals or elect to pursue the project further. In the event that the City decides to pursue the project further, the City will select the highest ranked finalist or finalists to negotiate an agreement.

RFP TIMELINE:

February 12, 2018	Announcement of RFP
February 21, 2018, 4:00 pm, est	Deadline for questions
March 9, 2018, 4:00 pm, est	Deadline for receipt of proposals

QUESTIONS:

DEADLINE FOR QUESTIONS:

Questions related to this RFP will be accepted until 4:00 p.m., e.s.t., on February 21, 2018. All questions must be submitted in writing before the deadline for questions, preferably by email to rfp@chattanooga.gov. Questions will be answered by Addendum to be posted at www.chattanooga.gov under Bids / Solicitations, then the appropriate solicitation, as soon as possible after the deadline for questions.

E-mail: SUBJECT LINE MUST BE LABELED: **QUESTION: RFP 165284 COMMERCIAL BANKING SERVICES.**

The City specifically requests that any contact concerning this RFP be made exclusively with the Deidre Keyton, or other designee, until selection has been completed. Failure to honor this request will be negatively viewed in the selection process.

PROPOSAL SUBMISSION REQUIREMENTS:

Sealed proposals must be submitted as follows: one (1) bound copy, one (1) unbound copy, and one (1) electronic copy in searchable PDF format on a flash drive (NO DISCS!). The proposal should be limited to the requested content. The copies of the proposal shall be indexed with tabs for each section as applicable.

All proposals shall be submitted in a sealed envelope or box, clearly marked RFP #165284 COMMERCIAL BANKING SERVICES.

All proposals shall be **submitted no later than 4:00 p.m., e.s.t., on March 9, 2018**, to the attention of:

City of Chattanooga
Attn: Deidre Keylon
Purchasing Department
101 E. 11th Street, Suite G13
Chattanooga, TN 37402
Phone: (423) 643-7231
FAX: (423) 643-7244

SEALED PROPOSALS MUST BE SUBMITTED BY MAIL, HAND-DELIVERY, OR OTHER METHOD THAT PRESERVES THE SECURITY OF THE PROPOSAL UNTIL THE PROPOSAL OPENING TIME. BECAUSE E-MAIL DOES NOT PRESERVE SECURITY, NO PROPOSALS CAN BE SUBMITTED BY E-MAIL. **ANY PROPOSAL SUBMITTED BY E-MAIL WILL BE AUTOMATICALLY ELIMINATED.**

IMPLIED REQUIREMENTS

All products and services not specifically mentioned in this RFP but which are necessary to provide the functional capabilities described by the Proposer shall be included in the Proposal.

INCURRING COSTS

The City shall not be liable for any cost incurred by the Proposer prior to the issuance of a contract purchase agreement and will not pay for information solicited or obtained.

NO CONTACT POLICY

After the posting of this solicitation, any contact initiated by any proposer with any City of Knoxville representative concerning this proposal is strictly prohibited, unless such contact is made with the Purchasing Division representative listed herein or with said representative's

authorization. Any unauthorized contact may cause the disqualification of the proposer from this procurement transaction.

Proposals must include a notarized No Contact/No Advocacy Affidavit (to be found in the "Submission Forms" section of this document).

PROPOSAL WITHDRAWAL PROCEDURE

Proposals may be withdrawn at any time up until the date and time set above for opening of proposals. Any Proposal not so withdrawn shall, upon opening, constitute an irrevocable offer for a period of 120 days to provide the services set forth in the proposal or until one of the Proposals has been accepted and a contract has been executed between the City and the successful Proposer.

RESERVATION OF CITY RIGHTS

- A. The City reserves the right to request clarification of submitted information and to request additional information of one (1) or more Proposers.
- B. The City reserves the right to negotiate this Agreement/Contract for work covered by this RFP with the next most qualified finalist if the successful finalist does not execute a contract within seven (7) days after submission of an Agreement/Contract by the City. The City reserves the right to negotiate all elements of work that comprise the selected Proposal.
- C. The City reserves the right, after opening the Proposals or at any other point during the selection process, to reject any or all Proposals, modify or postpone the proposed project, evaluate any alternatives offered or accept the Proposal that, in the City's sole judgment, is in its best interest.
- D. The Proposer shall comply with the rules and conditions found in the City of Chattanooga Purchasing Department's "General Conditions and Instructions to Bidders" which are a part of this RFP.
- E. The City reserves the right to terminate the Agreement/Contract if the Proposer fails to commence the work described herein upon giving the Proposer a 30 day written Notice.

RIGHTS TO SUBMITTED MATERIAL

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and other documents provided by proposers will become the property of the City when received. No submission or supporting documentation will be returned to proposers. The City is subject to the Tennessee Public Records Act and must comply with the disclosure requirements of such laws. Therefore, the confidentiality of such material may be lost, and the City assumes no liability for the disclosure of any information required by law.

Terms and Conditions

The terms and conditions shall be those addressed in the City's standard Services Agreement, unless otherwise listed, below:

<http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>

APPENDIX A - FORMS in addition to cover page

PROPOSER QUALIFICATION DATA

All questions must be answered clearly and comprehensively. If necessary, separate sheets may be attached.

1. Company Name of proposer:

2. Main office address:

3. Phone: _____ Fax: _____
 - a. Email Address: _____
4. Proposers federal tax identification number: _____
(Please attach Form W-9)
5. The proposer is organized as a _____
6. The date the proposer was organized in its current form:

7. If a corporation, the state where it is incorporated:

8. Is your company registered with the Tennessee Secretary of State?
 - a. ☐ YES
 - b. ☐ NO - Please explain

9. How many years have you be engaged in the business described in this solicitation, under your present firm or trade name:

10. Describe any pending plans to sell or merge your company.

11. Have you ever been debarred or suspended by a government from consideration for the award of contracts?

a. ☐ YES - Please list the contract party, and explain

b. ☐ NO

12. Have you ever been disqualified, removed, sued, or otherwise prevented from proposing on or completing any contract?

a. ☐ YES - Please list the contract party, and explain

b. ☐ NO

13. Have you ever been charged with liquidated damages on a contract?

a. ☐ YES - Please list the contract party, and explain

b. ☐ NO

14. Bonding

a. Limit: \$_____

b. Bonding Company: _____

c. Address: _____

d. Phone Number: _____

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and the employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. During the term of this contract the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:
 - a. All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer."
 - b. Seek and maintain contracts with minority groups and human relations organizations as available.

- c. Encourage present employees to refer qualified minority group and female applicants for employment opportunities
 - d. Use only recruitment sources which state in writing that they practice equal opportunity. Advise all recruitment sources that qualified minority group members and women will be sought for consideration for all positions when vacancies occur.
5. Minority statistics are subject to audit by City of Chattanooga staff or other governmental agency.
6. The Contractor agrees to notify the City of Chattanooga of any claim or investigation by State or Federal agencies as to discrimination.

(Signature of Contractor)

(Title and Name of Company)

(Date)

Chapter No. 817 (HB0261/SB0377). "Iran Divestment Act" enacted.

Vendor Disclosure and Acknowledgement

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to § 12-12-106.

(SIGNED) _____

(PRINTED NAME) _____

(BUSINESS NAME) _____

(DATE) _____

For further information, please see website: www.tn.gov, type in search term "List of persons pursuant to Tenn.Code Ann. 12-12-106," to see a link to the "Public Information Library."

<https://www.tn.gov/generalservices/article/Public-Information-library>; There, click on List of persons pursuant to Tenn.Code Ann. 12-12-106. The link for the list which is periodically updated is:

https://www.tn.gov/assets/entities/generalservices/cpo/attachments/List_of_persons_pursuant_to_Tenn._Code_Ann._12-12-106_Iran_Divestment_Act_updated_7.7.17.pdf

No Contact/No Advocacy Affidavit

City of Chattanooga

Purchasing Division

State of _____

County of _____

_____ (agent name), being first duly sworn, deposes and says that:

(1) He/She is the owner, partner, officer, representative, or agent of _____ (business name), the Submitter of the attached sealed solicitation response to Solicitation # _____;

(2) _____ (agent name) swears or affirms that the Submitter has taken notice, and will abide by the following No Contact and No Advocacy clauses:

NO CONTACT POLICY: After the posting of this solicitation, a potential submitter is prohibited from directly or indirectly contacting any City of Chattanooga representative concerning the subject matter of this solicitation, unless such contact is made with the Purchasing Division.

NO ADVOCATING POLICY: To ensure the integrity of the review and evaluation process, companies and/or individuals submitting sealed solicitation responses, as well as those persons and/or companies formally/informally representing such submitters, may not directly or indirectly lobby or advocate to any City of Chattanooga representative.

Any business entity and/or individual that does not comply with the No Contact and No Advocating policies may be subject to the rejection or disqualification of its solicitation response from consideration.

Submitter Signature: _____

Printed Name: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 2____.

Notary Public: _____

My commission expires: _____