

**CITY OF WALTHAM**  
**REQUEST FOR PROPOSALS**  
**LOCKBOX SERVICES**

**2018**

SECTION 1: NOTICE OF REQUEST FOR PROPOSALS TO PROVIDE LOCKBOX SERVICES

CITY OF WALTHAM  
TREASURER'S OFFICE  
610 MAIN STREET  
WALTHAM, MA 02452

The City of Waltham is soliciting proposals for a contractor to provide Lockbox services commencing October 1, 2018 and ending on September 30, 2021. Proposal documents containing system requirements, evaluation criteria and other pertinent information may be obtained at the Purchasing Department, 1st Floor, City Hall, Waltham, MA 02452.

This proposal has been issued by the authority granted the City by MGL Chapter 30B. Proposers should familiarize themselves with the provisions of this Act.

Four separate sealed envelopes, three containing the non-price technical proposal marked "Technical Proposal Lockbox Services" must be received by Joseph Pedulla, MCPPO, Purchasing Agent, 610 Main St., Waltham, MA 02452, prior to **10:00am on July 9th, 2018.** **ONE PRICE PROPOSAL MUST BE SUBMITTED IN A SEPARATE SEALED ENVELOPE NO LATER THAN THE SAME DATE AND TIME ABOVE STATED.**

The successful proposer must demonstrate the ability to deliver a system that adheres to the specifications outlined in this document

## SECTION 2: OBJECTIVE OF THE REQUEST FOR PROPOSALS (RFP)

The purpose of this Request For Proposals (RFP) is to obtain from qualified proposers detailed proposals for Lockbox Services.

The City maintains three separate bank accounts. One for excise deposits, one for parking deposits and the third account for all other bill deposits.

The City issues approximately 60,000 real estate, 45,000 excise, 6,000 personal property, 60,000 water, 15,000 parking tickets and 2,000 miscellaneous bills. The majority of the documents will have OCR scan lines. The proposer must conform to the City's scan lines. All lockbox work must be deposited daily and all available funds must be deposited into an interest bearing account. The proposer must do a fully automated daily data transfer that conforms to the City's specifications.

The proposer will have a courier pickup daily the P.O. boxes at the Main St post office and at City Hall.

The proposer will be required to provide an agreed upon set of daily deposit reports and management reports.

All balances and quantities, as reported on the RFP price sheet are estimates only and the City reserves the right to increase or decrease them.

Responses to this RFP must be prepared in accordance with the requirements contained herein. Evaluation of the responses will be made by the City's Proposal Review Committee (Thomas J. Magno, Martin T. O'Malley and Suzanne LaCava).

Selection of the successful proposer will be based upon an evaluation and analysis of the information and materials required under the RFP. Additionally, the city may contact references and conduct reviews of other operational sites. The City also reserves the right to divide the banking services described in this RFP among more than one financial institution responding to the RFP.

## SECTION 3: INSTRUCTIONS TO PROPOSERS

### 3.1 SIGNED AGREEMENT

By submitting a proposal, the proposer agrees that if the City makes an award to the proposer, a Contract shall be signed within 30 days of the notice of award.

### 3.2 PRE-PROPOSAL CONFERENCE

A pre-proposal conference will not be required.

### 3.3 UNIFORM PROPOSAL FORMAT

To facilitate responsiveness and to evaluate the proposals using the Comparative Evaluation Criteria, it is desired that a uniform format be employed in structuring each proposal. Every proposal must be made upon the form attached hereto and must contain the true name and address of every person, firm, joint venture, or corporation, who has or will have a direct or indirect interest in the proposal, and in the case of a corporation, the state in which incorporated, and the name and their address of the local agent or representative.

The proposer shall not add, delete, or alter the format of any document prepared by the City. If the proposer makes any changes to any of the documents, the City may reject the proposal. Any changes required, in the opinion of the proposer, should be attached as an addendum to the proposal form.

### 3.4 PROPOSAL SUBMISSION

Five (5) sealed copies of the technical proposal including all attachments thereto, and in a separate envelope one sealed price proposal must be delivered bearing on the outside of each envelope the name and address of the proposer, the proposal name in large letters "Lockbox Services", and the proposal opening date to: Joseph Pedulla, MCPPO, Purchasing Agent, 1st Floor, City Hall, Waltham, on or before 10:00am on July 9th, 2018.

### 3.5 FINANCIAL STRENGTH OF PROPOSER

A certified audited financial statement for the proposer and parent organization, if applicable, for the most recent fiscal year must be submitted with the proposal. Any proposal submitted without a certified, audited financial statement may not be considered.

### 3.6 INSURANCE

For the term of the Contract, the successful proposer shall maintain the necessary applicable insurance coverage to protect workers and the City, i.e. worker's compensation, loss of revenue by the City.

### 3.7 CONFLICT OF INTEREST

The proposer shall submit a notarized written statement that there is no conflict of interest with respect to any Contract between the City and the proposer.

### 3.8 AUTHORIZED SIGNATORY(IES)

The signature of the authorized official(s) of the successful proposer must be provided on all the proposal forms. In the case of a corporation, the title of the officer signing must be stated and partnership, the signature of all the partners must follow the firm name, using the term "members of the firm." In the case of an individual, use the term "doing business as" or "sole owner".

### 3.9 REVISIONS TO THE RFP

All interpretations of the RFP and supplemental instructions will be in the form of written addenda to the RFP specifications which, if issued, will be delivered or mailed to all proposers. The City will not be responsible for the interpretation of oral instruction.

### 3.10 REVIEW OF PROPOSALS

On the day following the date for submission of proposals, the Review Committee shall begin the review of each proposal to determine compliance with the criteria set forth in this RFP. The Committee reserves the right to obtain information concerning a proposer which it deems pertinent to the RFP from any and all sources and to consider such information in evaluating the proposers. All questions regarding proposals must be submitted in writing no later than seven (7) days prior to the date of the opening of the proposals to:

Purchasing Department, City Hall  
610 Main Street  
Waltham, MA 02452  
ATTN: Joseph Pedulla, MCPPO

The City reserves the right to accept or reject any or all proposals, waive any minor informality of the proposal, and to enter into discussion with proposers as appropriate to determine which proposal is most beneficial to the City, to modify or amend with the consent of the proposer any proposal prior to acceptance, to readvertise for proposals, and to effect any agreement that the City deems to be in its best interest.

### 3.11 COMPETENCY OF PROPOSALS

The City will not award a Contract except to a responsible and eligible proposer capable of performing the work specified in the RFP. Before the award of the Contract, the proposer may be required by the City to submit information in writing, in such form as the City may require, demonstrating that it has the skill, ability and integrity necessary to the faithful performance of the work.

### 3.13 CONSIDERATION OF PROPOSALS

By publication of this Request for Proposals (RFP), the City is merely soliciting proposals. The City reserves the right to accept proposals in whole, or in part, and to make an award with or without further negotiations with the apparent successful proposer, therefore, proposals should be submitted with the most favorable terms proposers can offer.

**SECTION 4: EVALUATION AND SELECTION CRITERIA**

**4.1 MINIMUM EVALUATION CRITERIA**

THE CITY WILL REJECT ANY BID THAT DOES NOT MEET THE MINIMUM EVALUATION CRITERIA. A "NO" RESPONSE OR A FAILURE TO RESPOND TO ANY OF THE FOLLOWING MINIMUM EVALUATION CRITERIA WILL RESULT IN A REJECTION OF YOUR BID.

**MINIMUM CRITERIA**

**(Yes or No Must be checked for each item listed below)**

Item #	Yes	No	Description of Services
1			References – Within the last 3 years have experience of providing the full range of lockbox services to Massachusetts Municipalities with budgets over \$200 million – minimum 3 references of this size.
2			The Banking institution is a member of the Federal Deposit Insurance Corporation (FDIC).
3			Relationship manager must have a minimum of five (5) years experience in municipal banking.
4			Must provide the past 6 months average interest rate on the proposed types of accounts and the rate as of submission date
5			The proposer must provide electronic imaging for cancelled checks (Both front and back) and remittance coupons.
6			The proposer must provide web based on-line cash management services. On-line banking must include, at a minimum, electronic transfer of funds, view prior day details and balances.
7			The proposer must have a minimum of \$4 billion in assets
8			The proposer must have a processing facility with in 50 miles of the City and a back up site incase of emergencies.
9			The proposer must supply the City a copy of their current Service Organization Control (SOC) report
10			The proposer has the ability to remote capture lockbox payments
11			Online exceptions – The proposer must be able to present check only payments (no payment stub) online for the City to accept or reject. All rejected checks will be sent by courier to the City for manual processing.

Signature \_\_\_\_\_

Title \_\_\_\_\_

## SECTION 4.2 EVALUATION OF THE PROPOSALS

The proposal will be screened and evaluated in accordance with MGL Chapter 30B. Price proposals will remain with the Purchasing Agent. The Committee will screen the proposal to determine whether it meets all of the proposed submission requirements and minimum criteria specified in the RFP. Responsive proposal will be evaluated on the 7 Comparative Evaluation Criteria listed in section four of the proposal. Evaluations will assign a rating of highly advantageous, advantageous, not advantageous or unacceptable to each evaluation criteria. Composite ratings will be assigned after evaluations have assigned their individual ratings. Once the technical evaluation has been completed the price proposal will be opened and scored. The technical and price evaluations will be combined for a total score.

## SECTION 4.3 COMPARATIVE EVALUATION CRITERIA

Any proposal determined to be non-responsive to the technical specification of other requirements of the RFP, including instructions governing submission and format, will be disqualified without evaluation unless the Committee in its sole discretion determines that it is not in the City's best interest to disqualify the proposal.

The proposal shall provide all details regarding relevant experience and reputation with regards to five (5) largest clients. Also, please provide a contact person at listed reference.

Technical assistance, new system development capability and resource availability should be described in the proposal. The proposal shall state the number of systems professionals and the percent of time that they will be committed to assist the City in the daily operational matters and problem-solving. Proposers shall at the time of submission of their proposal be required to identify these individuals.

Additionally, the proposer shall designate a project manager whose identity and technical background must be revealed to the City together with an estimate of the amount of time he/she will be dedicated to this contract.

The proposer shall identify the location of the critical facilities.

### 4.4 Comparative Evaluation

**Question 1** Number of years providing the full range of lockbox services to Massachusetts Municipalities with a budget over \$200 million

Highly Advantageous: More than seven years

Advantageous: Three to seven years

Unacceptable: Less than three years

**Question 2** Ability to process multiple document types paid by one check

Highly Advantageous: Proposer has the ability to provide this service

Unacceptable: Proposer cannot provide this service

**Question 3** Method of Data transmissions between City and Proposer. The Proposer must conform to the city's data layout.

Highly Advantageous: Files transmitted via internet

Unacceptable: Via computer disk, tape or files transmitted via modem

**Question 4** Ability to view payment coupon and cashed check (front and back) images on line.

Highly Advantageous: 60 to 90 days

Advantageous: 30 to 59 days

Unacceptable: Less than 30 days

**Question 5** Veribanc rating for the last three (3) years

Highly Advantageous: Green 3 stars or better

Advantageous: Green star rated

Unacceptable: Less than Green star rated

**Question 6** Type of business entity

Highly Advantageous: Incorporated

Unacceptable: Joint venture / Third party processing / Partnership / Individual

**Question 7** Remote capture of Lockbox payment processing

Highly Advantageous: Can remotely capture both check and payment remittance stub

Advantageous: Can remotely capture either check or payment remittance stub

Not Advantageous: Can not capture either check or remittance stub



Description	Volume	Unit Price	Annual Fees
FDIC - Avg daily Balance	1005080		
Maintenance Fee	36		
Credits	607		
Debits	1		
On-us items deposited	330		
Transit Items #1	69383		
Returned Deposited Item	41		
Returned check redeposited	32		
Wires - repetitive transfer	119		
Wires - outgoing domestic	0		
Cash mgmt repurchase agreement	0		
Return check redeposited	0		
Internet ACH Transaction	0		
Internet ACH file transmission	0		
Currency counting -automated	2		
Internet ACH monthly maint. Fee	0		
Remote Capture monthly fee	12		
ACH filter Monthly Fee	12		
ACH return item	0		
ACH credit trans-receiving chg	536		
ACH debit trans-receiving chg	61		
ACH file date violation fee	0		
ACH notification of change fee	0		
Lockbox item processing	78630		
Lockbox reject fee	1		
Lockbox messenger service	250		
Lockbox CD ROM CD fee	26		
Lockbox CD ROM per item fee	146363		
Lockbox Web Inquiry Service	13		
Lockbox data transmission	23		
Lockbox post office box	1		
Non scannable	1177		
Lockbox real estate maint fee	1		
Lockbox photocopies			
Lockbox non scannable	3439		
Other fees:			

No other charges will be paid unless specifically stated and included in the proposal  
Do not use compensating balance \ income credit accounts for this RFP.

APPENDIX A

CITY OF WALTHAM  
LOCKBOX SERVICES  
ACKNOWLEDGEMENTS AND CONDITIONS

1. The Proposer acknowledges that it has received and read the RFP including Appendices. Proposer agrees that if this proposal is accepted and upon the satisfaction of each of the conditions set forth herein, the Bidder will execute an Agreement with the City.
2. This proposal constitutes a firm offer.
3. By submitting a proposal, the proposer authorizes the City to contact any and all parties referenced by the proposer regarding financial and operational information.
4. In the event the conditionally selected Contractor fails to meet any of these conditions the City shall then make a second conditional award to the next qualified proposer subject to the same terms and conditions hereunder.

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Name of Contractor

By: \_\_\_\_\_

Date: \_\_\_\_\_

PROPOSAL FORM  
CITY OF WALTHAM  
LOCKBOX SERVICES

PROPOSAL/APPLICATION

TO: CITY OF WALTHAM  
PURCHASING DEPARTMENT  
610 Main Street  
CITY HALL  
WALTHAM, MA 02452  
ATTN: Joseph Pedulla

1. \_\_\_\_\_, acknowledge receipt of the City of Waltham Request for Proposal for Lockbox Services, and hereby submits the following proposal in response thereto.
2. This proposal includes addenda numbered \_\_\_\_\_.
3. The contract cost is as set forth in a separate envelope marked "PROPOSAL FOR LOCKBOX SERVICES"
4. Proposer is a/an \_\_\_\_\_ (Individual, Partnership, Corporation)
- 4a. If the proposer is a PARTNERSHIP, state the name and residential address of all general and limited partners:

_____	_____
_____	_____
_____	_____
_____	_____

- 4b. If the proposer is a CORPORATION, state the following:  
Corporation is incorporated in the State of \_\_\_\_\_.  
The President is \_\_\_\_\_.  
The Treasurer is \_\_\_\_\_.

The place of business is \_\_\_\_\_ (street/city/state/zip code)

5. Bank references:

\_\_\_\_\_

6. If the business is conducted under any title other than the real name of the owner, state the time when, and place where, the certificate required by General Law, c. 110, s. 5, was filed:

\_\_\_\_\_  
\_\_\_\_\_

7. The Federal Taxpayer Identification Number of the proposer (the number used on Employer's Quarterly Federal Tax Return, U.S. Treasury Department Form 941 is: \_\_\_\_\_.

8. Proposer has been in business under present business name \_\_\_\_ years.

9. State whether the proposer has ever failed to complete any work awarded (if yes, state circumstances):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

PROPOSER: \_\_\_\_\_

BY: \_\_\_\_\_

BUSINESS ADDRESS: \_\_\_\_\_

APPENDIX C

**CERTIFICATE OF NON-COLLUSION**

The undersigned certifies under the penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity or group of individuals.

\_\_\_\_\_  
(Signature of Individual submitting bid or proposal)

\_\_\_\_\_  
(Name of Business)

**CERTIFICATE OF TAX COMPLIANCE**

The undersigned certifies under penalty of perjury that the Bidder/Proposer has filed all tax returns and paid all state taxes required under law.

\_\_\_\_\_  
(Signature of Individual submitting bid or proposal)

\_\_\_\_\_  
(Name of Business)

**CERTIFICATE OF VOTE OF AUTHORIZATION**

Date:

I \_\_\_\_\_, Clerk of \_\_\_\_\_ hereby certify that at a meeting of the Board of Directors of said Corporation duly held on the \_\_\_\_\_ day of \_\_\_\_\_ at which time a quorum was present and voting throughout, the following vote was duly passed and is now in full force and effect:

VOTED: That \_\_\_\_\_ (*name*) is hereby authorized, directed and empowered for the name and on behalf of this Corporation to sign, seal with the corporate seal, execute, acknowledge and deliver all contracts and other obligations of this Corporation; the execution of any such contract to be valid and binding upon this Corporation for all purposes, and that this vote shall remain in full force and effect unless and until the same has been altered, amended or revoked by a subsequent vote of such directors and a certificate of such later vote attested by the Clerk of this Corporation.

I further certify that \_\_\_\_\_ is duly elected/appointed \_\_\_\_\_ of said corporation whose signature appears below as an officer

\_\_\_\_\_  
Signature of Officer

SIGNED:

(Corporate Seal)

\_\_\_\_\_  
Clerk of the Corporation:

Print Name: \_\_\_\_\_

COMMONWEALTH OF MASSACHUSETTS

County of \_\_\_\_\_

Date:

Then personally appeared the above named and acknowledged the foregoing instrument to be his/her free act and deed before me, and provided to me through satisfactory evidence of identification which were \_\_\_\_\_ to be the person whose name is signed on the preceding or attached document in my presence.

Notary Public;

My Commission expires: \_\_\_\_\_

APPENDIX E

CORPORATION IDENTIFICATION

The bidder for the information of the Awarding Authority furnishes the following information.

If a Corporation:

Incorporated in what state \_\_\_\_\_  
President \_\_\_\_\_  
Treasurer \_\_\_\_\_  
Secretary \_\_\_\_\_  
Federal ID Number \_\_\_\_\_

If a foreign (out of State) Corporation – Are you registered to do business in Massachusetts?

Yes \_\_\_\_\_, No \_\_\_\_\_

If you are selected for this work you are required under M.G.L.ch. 30S, 39L to obtain from the Secretary of State, Foreign Corp. Section, State House, Boston, a certificate stating that you Corporation is registered, and furnish said certificate to the Awarding Authority prior to the award.

If a Partnership: (Name all partners)

Name of partner \_\_\_\_\_  
Residence \_\_\_\_\_  
Name of partner \_\_\_\_\_  
Residence \_\_\_\_\_

If an Individual:

Name \_\_\_\_\_  
Residence \_\_\_\_\_

If an Individual doing business under a firm's name:

Name of Firm \_\_\_\_\_  
Name of Individual \_\_\_\_\_  
Business Address \_\_\_\_\_  
Residence \_\_\_\_\_  
Date \_\_\_\_\_

Name of Bidder \_\_\_\_\_

By \_\_\_\_\_

Signature \_\_\_\_\_

Title \_\_\_\_\_

Business Address \_\_\_\_\_

(POST OFFICE BOX NUMBER NOT ACCEPTABLE)

\_\_\_\_\_  
City State Zip Code Telephone Number Today's Date

**DEBARMENT CERTIFICATION**

In connection with this bid and all procurement transactions, by signature thereon, the respondent certifies that neither the company nor its principals are suspended, debarred, proposed for debarment, declared ineligible, or voluntarily excluded from the award of contracts, procurement or non-procurement programs from the Commonwealth of Massachusetts, the US Federal Government and /or the City of Waltham.

“Principals” means officers, directors, owners, partners and persons having primary interest, management or supervisory responsibilities with the business entity.

Vendors shall provide immediate written notification to the Purchasing Agent of the City of Waltham at any time during the period of the contract of prior to the contract award if the vendor learns of any changed condition with regards to the debarment of the company or its officers. This certification is a material representation of fact upon which reliance will be placed when making the business award. If at any time it is determined that the vendor knowingly misrepresented this certification, in addition to other legal remedies available to the City of Waltham, the contract will be cancelled and the award revoked.

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Company Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_, State \_\_\_\_\_, Zip Code \_\_\_\_\_

Phone Number (\_\_\_\_) \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Signed by Authorized Company Representative: \_\_\_\_\_

\_\_\_\_\_ Print name    Date \_\_\_\_\_

**ORIGINAL "WET" SIGNATURES ARE REQUIRED**