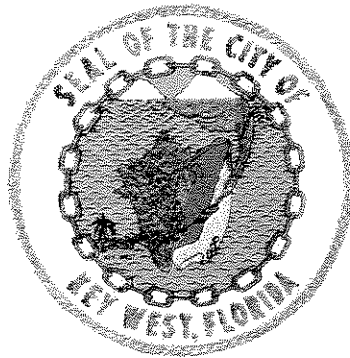


# ***Banking Services for the City of Key West***

***RFP# 005-12***



***Response Date: March 28, 2012***

***Presented by:***



**City Executive**

***Dale Bittner, SVP***

City Executive

1010 Kennedy Drive

Key West, FL 33040

Phone: 305-292-3842

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**Relationship Manager**

***Laurie Zapletal, CTP***

Business Deposits Officer

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## Table of Contents

Cover Letter.....	Tab 1
Executive Summary .....	Tab 2
Information Requested.....	Tab 3
Customer Services and Quality.....	Tab 4
Bank Fees .....	Tab 5
Payment for Banking Services.....	Tab 6
Strength of Financial Institution .....	Tab 7
Conversion .....	Tab 8
Reporting.....	Tab 9
References.....	Tab 10
Banking Services Chart.....	Tab 11
Completed Attachments.....	Tab 12

- Attachment 1 Qualified Public Depository
- Attachment 2 Equal Employment Opportunity Statement
- Attachment 3 Current Banking Environment
- Attachment 4 Interest Rates
- Attachment 5 Statement of Public Entity Crimes
- Attachment 6 Conflict/Non-Conflict of Interest Statement
- Attachment 7 Permit Requirements
- Attachment 8 Anti-Kickback
- Attachment 9 Local Vendor Certification
- Addendum No 1

Agreements and Sample Documents.....	Tab 13
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- BB&T Signature Card
- BB&T Resolution & Agreement for Deposit Account
- Treasury Management Agreements
- Current Day Statement Report
- Current Day Standard Detail Report
- Previous Day Statement Report
- Previous Day Detail Report
- Sample Account Analysis Statement
- Sample Bank Statement
- Availability Schedule

03/28/2012

March 28, 2012

Ms. Cheri Smith, City Clerk  
City of Key West  
3126 Flagler Avenue  
Key West, Florida 33040

Dear Ms. Smith,

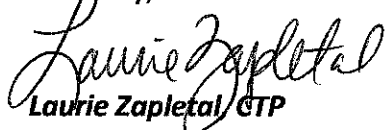
BB&T is pleased to present the City of Key West ("the City") with a comprehensive proposal for banking services and is indeed grateful for the opportunity to earn the City's relationship. BB&T will afford you unmatched experience, innumerable resources and tremendous human capital. This proposal details BB&T's capacity to provide the required banking services to the City as well as our recommendations for best practices.

For more than 140 years, BB&T has been a leader among financial institutions. While BB&T is the 10<sup>th</sup> largest American bank, we maintain a community bank approach with our client relationships, ensuring that most decisions involving the relationship are made locally. We are well positioned to provide the City with services that meet your objectives to achieve the most productive use of resources, minimize operating costs and bank fees, safeguard assets, utilize available technology, and provide maximum flexibility in the management of day-to-day operations. We are committed to building a strong relationship with The City and providing high quality, efficient banking services at very competitive prices. ***This is a firm and irrevocable offer valid for 120 days after receipt of our proposal.***

**Superior customer service and a relationship approach:** The team assigned to the City of Key West is a combination of local and regional Bank Officers that know Key West and know government banking. Dale Bitter, City Executive has assembled a team comprising of government and treasury specialists that will consult with the City to review all aspects of payables, receivables, liquidity and information management. Marc Bayard, along with an Implementation Specialist, will coordinate all new product demonstrations and training to give the City sufficient information related to timeline, implementation steps and ongoing support.

BB&T would be honored and privileged to be selected as the Banking Partner for the City. Our pledge is to provide an unsurpassed level of service excellence, delivered by a highly personalized team of seasoned professionals, which will ensure a strong and successful relationship.

Sincerely,

  
Laurie Zapletal/GTP

Business Deposits Officer

## Executive Summary and Proposal Overview

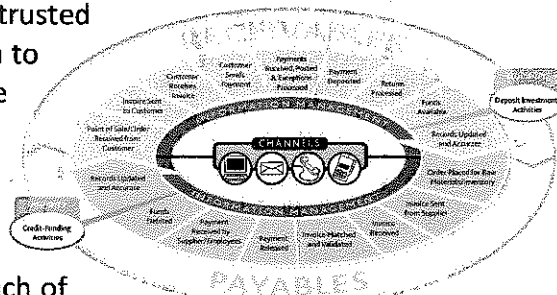
BB&T is well positioned to provide the City with services that meet its objectives to achieve the most productive use of resources, minimize operating costs and bank fees, safeguard assets, utilize available technology, and provide maximum flexibility in the management of day-to-day operations. We are committed to building a strong relationship with the City and providing high quality, efficient banking services at very competitive prices.

**Guaranteed Pricing:** In addition to providing quality services, BB&T offers the City very attractive relationship pricing on treasury services guaranteed for the 3 year term of the contract with options to renew for 2 additional years. BB&T will **waive fees for the first 90 days** to limit the expenses associated with having duplicate services at two financial institutions and in recognition of the extra effort the City will expend during the implementation phase. Pricing will be negotiated as new accounts and services are added.

**Account Structure/Deposit Services:** BB&T offers a wide range of accounts that can minimize manual entry and optimal funding of payments. BB&T recommends that the City utilize a combination of our **Public Fund Analyzed Checking Account** for its operating accounts. This full service checking account product offers the option to group accounts for monthly account analysis purposes allowing aggregate balances to work for the City by reducing fees. It is analyzed monthly and provides the opportunity to reduce or eliminate service charges with a monthly "earnings credit allowance" of **65 basis points** that is applied toward the cost of the services. 65 basis points is a floor, based on Fed Funds minus 25.

Additionally, BB&T recommends that our **Public Fund Basic Checking** be used for the City's miscellaneous accounts. This account is designed for public fund entities with lower levels of account activity. It offers the opportunity to reduce operating expenses by eliminating checking account maintenance fees through maintaining qualifying balances. For earnings on excess balances, BB&T recommends that the City utilize our **Public Funds Money Rate Savings** account for earning interest on excess balances. The current interest rate is 15 basis points which is a floor, based on Fed Funds minus 25. Each of these account types will meet the collateral requirements and the liquidity needs of the City.

**Comprehensive Payment Solutions:** BB&T strives to be a trusted advisor to its clients by taking a highly consultative approach to customer service. The City's Relationship Managers, Dale Bittner & Laurie Zapletal, along with and Treasury Management Consultant, Marc Bayard, will arrange regular quarterly meetings with key City personnel to optimize efficiency, reduce unnecessary costs, mitigate fraud risk, and add overall value to the relationship. They will tackle each of these areas through a thorough review and discussion of the City's payment cycle.



**Online Services:** CashManager OnLine gives the City strong authenticated access to crucial financial information and allows the City to perform real-time cash management transactions from anywhere there's an Internet connection. The City will have **one-stop access** for balance and transaction reporting, miscellaneous payment initiation, image access, positive pay decision, and on-line statements. Where desired, CMOL will be used for:

- Daily balance and activity reporting
- Wire Transfers
- Stop Payments
- Account Transfers
- Automated Clearing House (ACH) - file origination
- Download of Paid Checks for monthly reconciliation
- Access to Bank Statements & Account Analysis Statements

The City will have multiple ways to access information for your balance reporting needs. Reports are available on-line through your CashManager Online connection; however, for a SAP interface we can deliver a BAI file via Internet or computer to computer.

**Vault:** BB&T offers a myriad of vault solution – all of which include automation. We welcome the opportunity to work with the City to design the right vault solution for you. By utilizing Brinks or Loomis as your armored car provider, your deposits of check and cash/coin will be processed directly through their vault(s) and electronically submitted to BB&T. In conjunction with the City, your Armored Car Service (Brinks, Loomis or Garda) and BB&T, the City can also take advantage of the Safe Solution. The Safe Solution is just that – a safe installed at convenient locations for the City where cash is deposited routinely during the day. BB&T is electronically notified of the deposits and your account is credited for same. The Armored Car service pick up can be scheduled less frequently.

**Implementation support:** We recognize that changing banks is a major decision and can present a seemingly daunting task to those involved. In recognition of this, we offer a managed approach to on-boarding significant new clients such as the City. In addition to the local relationship team, BB&T will assign a dedicated Implementation Specialist throughout the process to ensure a smooth, accurate and timely transition of banking services. With the help of the City's staff, this Implementation Specialist will design the implementation plan and timeline, and coordinate weekly meetings with the City's staff to address questions and ensure all parties are appropriately prepared.

BB&T utilizes a project management approach to implementations. We would provide you with an experienced team of individuals, lead by an implementation project manager, to work with the City's assigned personnel to develop and execute the detailed, specific implementation plan. Our proven procedures will help to ensure a smooth transition of your accounts and services to BB&T. BB&T is prepared to commit appropriate resources to achieve the final objective; a smooth conversion for the City. Your primary Treasury Management Consultant, Marc Bayard, will be involved in implementation meetings as appropriate and regularly informed of progress as the implementation process moves forward.

## **Information Requested**

### **4.1 Qualifications and Experience**

#### **4.1.1 Describe the organization, date founded, ownership, and other business affiliations.**

**BB&T Response:** BB&T Corporation, headquartered in Winston-Salem, N.C., is among the nation's top financial holding companies with approximately \$174.6 billion in assets and market capitalization of \$17.5 billion. Founded in 1872, its bank subsidiaries operate approximately 1,800 financial centers in the Carolinas, Virginia, West Virginia, Kentucky, Georgia, Maryland, Tennessee, Florida, Alabama, Texas, Indiana and Washington, D.C. BB&T Corporation is 10<sup>th</sup> largest American bank, offering full-service commercial and retail banking services along with other financial services like insurance, investments, retail brokerage, mortgage, corporate finance, consumer finance, payment services, international banking, leasing and institutional trust services.

BB&T's reputation has been built upon loyal, responsive customer service with a desire to exceed client expectations. We provide full service capabilities with the products, services, resources and infrastructure to support relationships such as one with the City, and do so while steadfastly adhering to our core values and mission:

TO MAKE THE WORLD A BETTER PLACE TO LIVE BY:

Helping our CLIENTS achieve economic success and financial security;

Creating a place where our EMPLOYEES can learn, grow and be fulfilled in their work;

Making the COMMUNITIES in which we work better places to be; and thereby:

Optimizing the long-term return to our SHAREHOLDERS, while providing a safe and sound investment

The City can expect that the BB&T team will thoroughly analyze your business processes and needs, recommend solutions that increase your efficiency and meet objectives across all facets of your cash flow cycle, and deliver personalized attention with decisiveness and flexibility that will meet your unique needs.

#### **4.1.2 Provide the address of the office location that will service the account.**

**BB&T Response:** BB&T: Key West Main  
1010 Kennedy Drive  
Key West, FL 33040  
Phone: 305-292-3800

We invite the City to take a tour of the BB&T office at your convenience.

**4.1.3 Describe the experience of the financial institution in providing similar services for other Florida, City clients.**

**BB&T Response:** BB&T has been a valuable partner for our governmental clients throughout the Southeast with extensive experience serving their banking and financial needs for years. Being relatively new (10-years) in the Florida market, we continue to grow our presence as a strong regional Bank and look forward to the opportunity to continue building on our solid foundation. This gives us the ability to deliver a high level of service and attention to our clients. BB&T's recent purchase of Colonial Bank and anticipated purchase of BankAtlantic represents an enhanced presence in Florida and demonstrated a concentrated and calculated effort to increase its presence and importance in the State of Florida.

The City can expect that the BB&T team will thoroughly analyze your business processes and needs, recommend solutions that increase your efficiency and meet objectives across all facets of your cash flow cycle, and deliver personalized attention with decisiveness and flexibility that will meet your unique needs.

We also differentiate ourselves with a highly consultative approach to client service. We strive to be a trusted partner for our clients, instead of pushing products. We will get to know your business through regular face-to-face account reviews and provide solutions that cater to your very specific needs. This proposal is simply a starting point. If you choose BB&T as your financial partner, we will continue to refine your processing structure and services to create the optimal scenario for the City. We pride ourselves on tenured management, low associate turnover, and qualitative performance measures that consistently exceed BAI competitive benchmarks. Our treasury services are designed to meet client specifications and we provide fast, accurate and flexible solutions to enhance your receivables process and productivity. Developing services that help you achieve economic success and financial security is the driving force behind our treasury services.

BB&T currently has over 44,000 clients utilizing various cash management solutions. BB&T's size as a major U.S. financial institution along with our unique service delivery model provides clients with the most sophisticated products and services and locally based primary points of contact who are best equipped to understand our clients' unique financial needs.

**4.1.4 Include one (1) copy of the most recent audited financial statement with the proposal. If, available, please provide an online address or link to your most recently audited financial statements.**

**BB&T Response:** Copies of our financials have been included with our RFP response. In addition, for more information about our financial strength, please visit us at <http://www.bbt.com/bbt/about/>

Copies of our financials are available on our web site at: <http://www.bbt.com>.

**Direct Links for Each Statement:**

2011 Quarterly Review:

<http://www.bbt.com/bbt/about/financialprofile/reports/3rd%20Quarter%202011%20Form%2010-Q.pdf>

2010 Annual Review:

<http://www.bbt.com/bbt/about/financialprofile/reports/BBT%202010%20Form%2010-K.pdf>

2009 Annual Review:

<http://www.bbt.com/bbt/about/financialprofile/reports/2009%20Annual%20Review.pdf>

**4.1.5 Provide a list of branch addresses for banking centers located in near each of the City's locations (Attachment 3).**

**BB&T Response:** BB&T has 270 full service branch locations in the State of Florida and 3 in Monroe County:

**BB&T: Key West Main**  
1010 Kennedy Drive  
Key West, FL 33040  
Phone: 305-292-3800

**4.2 PERSONNEL**

**4.2.1 Provide biographical information on all bank officers that will be directly involved in the management of the City's accounts; who the primary contact will be and what, if any, experience these officers have in working with governmental clients. Please include customer service.**

**BB&T Response:** BB&T offers a unique blend: A Relationship Team who knows your business and has product expertise, stringent quality control, superior customer service, and on-call consultative specialists. These factors combine to provide added value for your banking dollar. This added value, coupled with our financial strength and stability, makes BB&T a solid solution to all your banking needs. BB&T recommends that the City contact the local support team for initiating inquiries that require research and/or adjustments.

The BB&T local relationship team includes:

**Dale L. Bittner, City Executive, Keys Area**

Dale L. Bittner has been a resident of the Keys since 1979. He is a graduate of Coral Shores High



School and the University of Florida with a Bachelor of Science degree in Business Administration with a major in Finance. Dale has worked in the banking industry in the Keys since 1989.

Prior roles within banking include credit analyst, credit manager, commercial loan officer, relationship manager and senior loan officer. Currently, Dale is a Senior Vice-President and the Area Executive for the Keys offices and primary focus is Business Banking Services including Commercial and Commercial Real Estate Lending.

**Britt Myers, Financial Center Leader**

Britt Myers, Vice President, joined BB&T in 2010 and serves as Financial Center Leader in the Key West Branch. Britt has been in banking for over five years and has a background in Marketing, Public Relations and Publishing. Born and raised in Atlanta, GA, Britt owned and operated Lanier Magazine prior to his banking career. However, for the past 5 years Britt has called Monroe County and the Florida Keys his home and plans to do so for many years to come, as he maintains a passion for the quality of life in Florida Keys communities. During this time, Britt has served as President of the Marathon Chamber of Commerce, Marathon Rotary Board, Marathon Jaycees President, Take Stock in Children Mentor, former Monroe County Education Foundation Board member along with many other local organizations.

Britt is married and has a 13 year old son named Vince. He and his wife Synthia celebrated the birth of their newest addition to the family, Tristen, in June, 2011.

**Laurie Zapletal, Business Deposits Officer**

Laurie Zapletal, Vice President joined BB&T in September 2010. Laurie has enjoyed a successful banking career servicing the depository and treasury management needs of governmental and non-profit entities for over 20 years. Laurie's banking career prior to joining BB&T in South Florida was primarily in Ohio and Michigan. She spent 9 years as a non-governmental representative for the Ohio Government Finance Officer's Association, chaired their Membership Committee and sat on the Education Committee. Laurie also taught for the State of Ohio's Center for Professional Investment Management for 5 years.

Laurie graduated from Heidelberg University, Tiffin, Ohio with a Bachelor's of Science in Business Administration. She holds the Certified Treasury Professional designation from the Association of Financial Professionals. She is active in the Greater Miami-Dade Chamber of Commerce, participating in their Not-For-Profit Committee. Laurie is also a volunteer for the United Way of Miami-Dade and recently led the South Florida United Way Campaign for BB&T from Key West to Port Lucie. Laurie recently volunteered during the 2-day Pigeon Key Foundation Art Fest in Marathon, FL.

**Marc Bayard, CTP, Payment Solutions**

Marc's South Florida banking career spans over 15 years in Treasury Management working with business owners and executives to advise companies and organizations of all sizes and from various industries with comprehensive Treasury Management strategies and solutions.

Prior to joining BB&T'S Payment Solutions team, Mr. Bayard was a Treasury Management Officer with

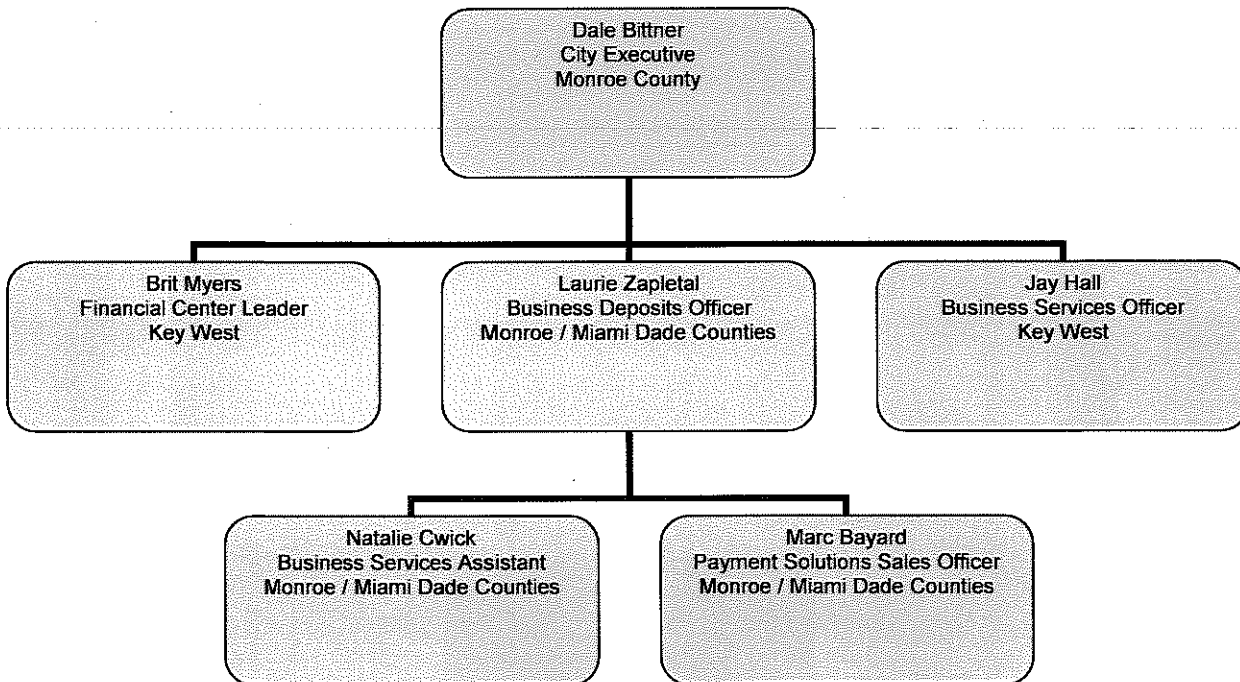
Fifth Third Bank and Wachovia Bank, where he consistently ranked amongst the top Treasury Management Officers.

Mr. Bayard has attained the Certified Treasury Professional designation. He earned a Bachelors in Economics and History from Duke University and a Masters in Business Administration from Florida International University.

**Natalie Cwick, Business Services Assistant**

Natalie is part of the Business Deposits Department in South Florida market which focuses on the banking needs of Government Entities. Along with your Relationship Manager, Natalie will be attentive to your day-to-day needs and will work closely with the City to coordinate and support banking activities to ensure the Perfect Client Experience. Natalie has over 20-years of banking experience, including more than 3 years with BB&T. Natalie brings both her banking knowledge and a high level of client service to support the City and their employees.

**4.2.2 Provide an organizational chart for the personnel who will be associated with the City's accounts, including the roles of each person that illustrates the relationship among the personnel.**



**4.2.3 Provide the geographical area of responsibility for each person on the Responder's team that will support the City.**

**BB&T Response:** The organizational chart and biographical information above outlines the areas of responsibility and how the team will support the City. The City will have locally based

contacts directly involved in your relationship. We will ensure resolution to any issues, proactively service your account, and respond promptly to your needs to deliver our BB&T client relationship commitments – reliability, responsiveness, competence and empathy.

### **4.3. INTEREST, OVERNIGHT SWEEP, AND EARNINGS CREDITS**

- 4.3.1 The bank must invest the collected balance of all accounts at 6:00 P.M. Eastern Standard Time at the proposed investment rate and in compliance with the City's investment policy. The collected balance must include any wire transfers received during the day, less any outgoing wire transfers. Interest earned and fees charged will be posted monthly. In the event that any account has a negative collected balance, interest charged on any overdrawn accounts will be calculated using the same formula by which the account receives interest. The Proposer will not assess any fees or penalties on the negative balance or fees for transfers between City accounts.**

**BB&T Response:** BB&T recommends that the City utilize our **Public Fund Analyzed Checking Account**. This account is designed for public entities such as municipalities and city governments with moderate to high levels of account activity. The account is analyzed monthly and provides the opportunity to reduce or eliminate service charges with a monthly "earnings credit allowance" that is applied toward the cost of services. BB&T is pleased to offer the City a competitive Earnings Credit Rate of 0.65% that will be fixed for the life of this contract. This rate is a floor based on Fed Funds minus 25 basis points. ***This account can operate as a "Master" account, into which additional accounts can be consolidated via a ZBA relationship.***

For excess balances, we recommend the use of BB&T's **Public Fund Money Rate Savings Account**. This account is designed for public entities such as municipalities and city governments and will provide the City with the opportunity to earn additional interest on excess funds. The account requires a \$250.00 minimum daily balance or a \$500.00 average monthly ledger balance or one recurring pre-authorized deposit or transfer of at least \$100.00 per monthly cycle to avoid the monthly \$10.00 maintenance fee. As of the date of this proposal, the interest rate on the offered on the Public Fund Money Rate Savings account is 0.15%. This rate is a floor based on Fed Funds minus 25 basis points Interest will post to the account on the last business day of the month.

- 4.3.2 Quote the interest rate the Proposer is currently offering the City on funds remaining in an account overnight (Attachment 4) and an interest rate floor. If a Public Funds account is available to the City, describe how interest will be calculated and credited on all accounts. Be specific.**

**BB&T Response:** BB&T recommends that the City utilize our **Public Fund Analyzed Checking Account**. BB&T is pleased to offer the City a competitive Earnings Credit Rate of 0.65% that represents a floor of Fed Funds minus .25%.

For excess balances, we recommend the use of BB&T's **Public Fund Money Rate Savings Account**. As of the date of this proposal, the interest rate on the offered on the Public Fund Money Rate Savings account is 0.15%, which is a floor based on Fed Funds minus .25%. Interest will post to the account on the last business day of the month.

BB&T does not recommend the use of overnight investment services for public funds clients. Better efficiency and return can be obtained by investing in a Public Fund Money Rate Savings account. For example, at the writing of this proposal, the rate BB&T can offer the City a rate of 0.15% in the this account compared to 0.02% in our Overnight Repurchase Sweep Agreement.

**4.3.3 Describe the method used to calculate the earnings credit rate (ECR). Is the reserve requirement deducted from the available balance before the ECR is calculated? If not, please include in the bank explanation the impact of the bank reserve requirement, the bank formula for converting service charges to balance requirements and a listing of the bank earnings credits and reserve requirements for the last 12 months.**

**BB&T Response:** BB&T will provide the City with an attractive Earnings Credit Rate (ECR) to be used to determine the Compensating Balance requirement. The ECR will be a floating rate of Fed Funds minus 25 basis points with a floor of 65 bps. As of the date of this proposal, March 2012, the floor of .65% would be in effect.

The Earnings Credit calculation is:

$$\text{Average Collected Balance} \times (1 - \text{Reserve Requirement}) \times \text{ECR} \times \frac{\text{Days in Month}}{365}$$

- Notes: 1) Average Collected Balance = Average Monthly Balance minus Average Float  
 2) Reserve Requirement is currently 0%

**Branch Banking and Trust**

ECR	APY	Chg.
\$0 - \$24,999	0.25	0.00
\$25,000 - \$99,999	0.25	0.00
\$100,000 - \$249,999	0.40	0.00
\$250,000 - \$499,999	0.40	0.00
\$500,000 - \$999,999	0.40	0.00
\$1,000,000 +	0.40	0.00

#### **4.4 DEPOSIT PROCESSING**

The City collects checks at its locations throughout City of Key West as listed on Attachment 3. Many of these locations will deposit checks directly into a local bank. Based on this information please provide answers to the following questions.

##### **4.4.1 What is the deposit cut-off time to ensure same day ledger credit?**

**BB&T Response:** Any deposits made through the local BB&T Branch before 5:00 p.m. EST and check deposits made via our remote deposit system, Onsite Deposit, by 9:00 p.m. EST will be given same day ledger credit.

Checks drawn on the State of Florida and U.S. Treasury items would be immediately available if deposited before 5:00 p.m. EST through the Branch or 9:00 p.m. through Onsite Deposit. Checks are given immediate or "next day" availability in accordance with Reg CC. Funds received through cash wire transfer and/or ACH are given immediate availability if received before 6:00 p.m. EST.

**a. Is it the same for cash as for checks, drafts, etc?**

**BB&T Response:** Checks drawn on the State of Florida and U.S. Treasury items would be immediately available if deposited before 5:00 p.m. EST through the Branch or 9:00 p.m. through Onsite Deposit. Checks are given immediate or "next day" availability in accordance with Reg CC. Funds received through cash, wire transfer and/or ACH are given immediate availability if received before 6:00 p.m. EST.

**b. Are there any options that might affect this cut-off time (e.g., provisional credit, and delayed verification)?**

**BB&T Response:** BB&T will credit the amount of the original deposit slip and include the location identification number. Any debit or credit adjustments will be made as separate entries on the depository account. Verification and any necessary correction are made the next business day following the original deposit.

**c. If the City decides to use a Remote Deposit System will this change the cut off time?**

**BB&T Response:** Yes, check deposits made via our remote deposit system, Onsite Deposit, by 9:00 p.m. EST will be given same day ledger credit.

##### **4.4.2 Are weekend or holiday deposit services available? Is there an additional fee or discount for utilizing these services?**

**BB&T Response:** Deposit files can be sent through Onsite Deposit to BB&T on weekends and holidays, however, those deposits will not be processed until the next bank business day.

No surcharges are assessed for weekend or holiday depositing.

**4.4.3 What type of deposit bags does the bank allow/require?**

**BB&T Response:** BB&T allows single and dual pocket disposable bags.

**a. Does the Proposer provide these bags?**

**BB&T Response:** Deposit bags can be purchased through BB&T at BB&T.com.

**b. Does the Proposer charge a fee for these bags?**

**BB&T Response:** The City of Key West will have a \$2,500 annual credit toward supplies if ordered through BB&T's vendor.

**4.4.4 Are there any benefits to the City to separate cash and checks into two deposit bags?**

**BB&T Response:** If utilizing vault services, the City must utilize a dual sided bag.

**4.4.5 Are the deposit slips that the bank provides available in multiple part forms? How many copies does the bank require? Can the deposit slips include a designation for each City location?**

**BB&T Response:** BB&T can provide deposit tickets in multiple-part forms and recommends the City use at least 2 part deposit tickets. Deposit slips can include a designation for each City location. This will promote ease of reconciliation through our Cash Manager On-Line reporting service.

**4.4.6 Does the Proposer require that cash be deposited in standard straps only? Is there a penalty for using non-standard straps?**

**BB&T Response:** BB&T encourages standard straps, however, when there is not enough currency for a standard strap, non-standard is acceptable. There are no penalties.

**4.4.7 Does the Proposer accept loose and/or rolled coin for deposit at the vault and branch locations? Is there a fee for depositing loose or rolled coin?**

**BB&T Response:** There are no extra fees for depositing loose or rolled coin. The bank will accept rolled coins in mixed deposit envelopes. Standard cash processing fees will be incurred.

**4.4.8 How does the Proposer determine and calculate funds availability for deposited items?**

**BB&T Response:** Funds are collected based on the ABA number of each individual check deposited.

- On-U's items (Drawn on BB&T) – immediate availability

- Local or In-State items – one day availability
- Out of state (Other) items – 2 – 3 day availability

State of FL and U.S. Treasury items would be immediately available if deposited before 5:00pm EST. Local checks drawn on local banks are given immediate or “next day” availability in accordance with Reg CC

**a. Does the Proposer give immediate availability for on-us items?**

**BB&T Response:** On-Us items (Drawn on BB&T) – immediate availability

**b. Does the Proposer calculate availability by item or formula?**

**BB&T Response:** Funds are collected based on the ABA number of each individual check deposited.

**c. Does the Proposer use a standard schedule? Accelerated schedule? How often is it updated?**

**BB&T Response:** BB&T would assign the City an accelerated availability schedule upon award of the banking relationship. Availability schedules are flexible and special arrangements can be made for high volume accounts or pre-encoded checks.

**d. Provide a copy of the availability schedule that will apply to deposits into the City’s accounts.**

**BB&T Response:** BB&T has included the proposed availability schedule with our RFP response.

**4.4.9 Provide a list of the bank's holidays.**

HOLIDAY	2011	2012	2013	2014
New Year's Day	Jan 1 <sup>st</sup>	Jan 2	Jan 1	Jan 1
Birthday of Martin Luther King, Jr.	Jan 17	Jan 16	Jan 21	Jan 20
Washington's Birthday	Feb 21	Feb 20	Feb 18	Feb 17
Memorial Day	May 30	May 28	May 27	May 26
Independence Day	Jul 4	Jul 4	Jul 4	Jul 4
Labor Day	Sep 5	Sep 3	Sep 2	Sep 1
Columbus Day	Oct 10	Oct 8	Oct 14	Oct 13
Veterans Day	Nov 11	Nov 12	Nov 11	Nov 11
Thanksgiving Day	Nov 24	Nov 22	Nov 28	Nov 27
Christmas Day	Dec 26	Dec 25	Dec 25	Dec 25

**4.5 DEPOSIT VERIFICATION**

**4.5.1 How will the Proposer return the validated deposit to the City? Within what time frame?**

**BB&T Response:** BB&T will return the validated deposit ticket to the City by the next business day.

**4.5.2 Does the Proposer identify and adjust all discrepancies?**

**BB&T Response:** BB&T does identify and adjust all discrepancies.

a. **If no, at what dollar amount does the Proposer write off discrepancies?**  
 Not applicable

b. **What is the standard procedure for reporting deposit adjustments? What additional options are available (e.g., copies to multiple locations)?**

**BB&T Response:** BB&T will credit the amount of the original deposit slip. Any debit or credit adjustments will be made as separate entries on the depository account. BB&T will be able to provide a debit or credit memo which outlines the reason for adjustment, deposit breakdown, and a copy of the deposit ticket. For deposits made through our Vault Services, BB&T is pleased to provide either a deposit report or an adjustment report daily. This report contains all deposit and/or adjustment reasons by location.

**4.5.3 What is the Proposer's policy on receipt of tampered deposit bags?**



**BB&T Response:** Bags that appear to be tampered will be returned to the City unopened. Notification of the return of the envelope will be made by telephone or email to the designated City representative.

**4.5.4 When counterfeit bills are discovered, what are the Proposer's notification and adjustment policy and process?**

**BB&T Response:** Counterfeit bills located in deposits will follow the normal adjustment process with the addition of a completed copy of the SF 1604 form. We will not absorb the cost of counterfeit bills detected at time of deposit. Counterfeit currency charge-backs detected at the Federal Reserve will be absorbed by BB&T and not charged to the City's account.

**4.6 VAULT SERVICES**

**4.6.1 Does the Proposer have an automated vault service? Describe the deposit and change order procedures, cut-off times, and other features of this system.**

**BB&T Response:**

**Automated Ordering:**

BB&T encourages clients to use BB&T's Automated Coin and Currency Ordering System. Business clients can use the automated telephone service to place orders twenty-four (24) hours per day, seven (7) days per week. The system will process three (3) runs per day, Monday through Saturday. Clients are required to enter an identification number and a four digit code to place orders.

**Branch Ordering:**

On a limited basis, the City may phone the local branch with small coin and currency orders. Orders will be available approximately one hour from the time the order is place. For large currency orders, the City is requested to place the order by 5:00 PM EST on Monday. The order will then be available at 9:00 AM EST on Friday.

**4.6.2 Does the Proposer offer Courier Service? Will it provide this service to the City? If so, what is the cost of this service?**

**BB&T Response:** BB&T recommends that the City consider utilizing a courier for depositing cash at the bank or continue with a police escort. BB&T maintains business relationships with all of the major armored courier companies and provides secure facilities for check and cash processing. If desired, courier service will be a separate contract between the City and the armored courier company of its choice.

#### 4.6.3 Based on the City's volume of cash would the courier need to go to a cash vault?

**BB&T Response:** Based on the limited detail we have from your current analysis statements, we assume 158 coin bags and 40 other cash deposits per month. We also assume you have a need to place cash orders based on questions asked within the RFP. Due to the fact that we engage Brinks for a limited number of visits weekly for our Key West Branch, we encourage you to establish a relationship directly with Brinks or another standard courier of your choice.

Through Brinks or Loomis BB&T can receive a daily transmission of the deposit activity of the City of Key West and upload the information to your account in a timely and efficient manner. They also have automated ordering features that we are confident the City will enjoy.

Additionally, BB&T can offer the City a new and exciting service called Vault 360. Full details follow.

#### **Vault 360<sup>SM</sup> Safe Solution**

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The Vault360 service uses a cash-management safe with a built-in bill reader that counts currency as it is fed. This feature enables you to receive real-time balance information and reduce the time required to handle cash. Deposit balances are credited to your account for transactions daily. The contents of the safe are then collected by your armored courier.

Vault360 Safe Solution service provides for daily crediting of client deposits who use a courier provided cash management safe. With this Safe Solution, the City will deposit money into a safe much like putting money into a vending machine. The safe bill reader reads the denomination of each bill deposited and keeps track of how much money is deposited on a daily basis. Once money is deposited in the safe it can only be removed by the armored courier. The safe sends an electronic transmission to BB&T on a daily basis. BB&T then extends the client a courtesy credit in the form of a safe deposit credit to the clients non-interest bearing transaction account.

#### **Benefits**

##### **Reduce monthly reconciliation effort and expense**

- Receive real-time safe balance information at the cashier level as currency is fed into the bill reader through the armored vendor reporting system
- Eliminate time spent preparing bank deposits
- Reduce time spent on investigation of internal losses or thefts

##### **Save money by reducing your monthly processing expenses**

- Avoid additional courier fees for minutes the armored truck waits for the deposits or for weekend and holiday courier service

- Reduce deposit errors and fees associated with employee errors or bank deposit adjustments
- Eliminate night drop fees

**Accelerate availability of funds**

- Consolidate funds more quickly by depositing money from anywhere in the U.S. into your BB&T account
- Eliminate need to wire or transfer money from other banks
- Obtain a consistent and predictable cash flow independent of courier pick up frequency
- Make use of the balances in your BB&T account for earnings credit, operating capital or investing

**Improved security**

- Keep your employees safe, productive and on site
- Decrease exposure to internal theft
- Eliminate trips to the bank and decrease opportunities for robbery

**BB&T's Vault360 Safe Solution supports the following safe products:**

- Brinks – CompuSafe
- Loomis – SafePoint
- Garda – CashLINK

**4.7 RETURN ITEM PROCESSING**

**4.7.1 Can return items be automatically re-deposited? If so, how many times?**

**BB&T Response:** BB&T is able to process returned checks a second time prior to returning to the City. This service is considered Special Handling and will require written authorization from the City. In the event of second nonpayment, BB&T will debit the account to which the check was deposited and provide the check and debit advice to the City. The debit advice will contain the original check along with maker name.

**4.7.2 Does the Proposer have an electronic return notification? If so, what type of information is available? Can the data be customized?**

**BB&T Response:** BB&T does offer a return item transmission. In addition, BB&T can furnish information via internet through CashManager OnLine. Both methods will include store or location number (if applicable), amount of check, check serial number, return reason, maker of check, maker ABA routing number, and maker account.

**a. Is there a separate record for each returned item?**

**BB&T Response:** There is a separate record provided for each returned item.

- b. **Can these records identify the depositing location and the type of item being returned (e.g., personal check, traveler's check, and money order)?**

**BB&T Response:** The location and type of item is identified.

- c. **Are imaged documents available on-line?**

**BB&T Response:** The City will be able to immediately retrieve images for returned deposited items for 187 days through CashManager Online. Images beyond 187 days up to 7 years old can be requested through CashManager Oline, and will be sent to the City via BB&T secure e-mail. Prices are included on Attachment 7.

- 4.7.3 Does the Proposer have a policy to refuse return items not sent through the system in a timely manner?**

**BB&T Response:** The bank will refuse return items for late return upon the clients' request.

- 4.7.4 Does the Proposer assign float to return items? If so, describe.**

**BB&T Response:** Float for return deposited item re-deposits are passed as 1 day at the full item amount. Float days are calculated by a formula in BB&T's exception item system for Paid NSF's, Exceptions Paid, Stops Paid and RDI.

- 4.7.5 Does the Proposer have the ability to convert a returned check into an ACH item (RCK)?**

**BB&T Response:** BB&T offers CheckTRACK, a technological advance in processing the City's returned deposited items. City's eligible consumer deposited items that are returned for insufficient (NSF) or uncollected (UCF) funds will be electronically re-presented through the ACH network with a 2nd electronic attempt being made if needed.

- 4.7.6 Describe any advantages and disadvantages to the City for using RCK?**

**BB&T Response:** With our innovative CheckTRACK solution, returned items are processed at *NO ADDITIONAL COST*. No special equipment or software is required to get started. Because most banks process electronic items before paper items, electronic re-presentation of your returned items greatly increases the likelihood of collection. The City will receive 100% of the face amount of each collected item.

In addition, a credit of \$7 to the account analysis system will be processed for each Collected Service Fee of \$30.00 which is assessed to the maker of the checks account.

## **4.8 WIRE TRANSFERS**

**4.8.1 What are the beginning and ending cut-off times in Eastern Standard Time for initiating wire transfers to ensure same-day execution? Is the time the same for telephone call in wires?**

**BB&T Response:** BB&T provides the ability to originate repetitive and non-repetitive wire transfers (domestic & international) from your BB&T account. Domestic or international wires may be sent until 5:00 p.m. EST each business day for same-day processing. Incoming wires are posted to the City's BB&T account until 6:00 p.m. EST. Reference numbers are available immediately upon execution of the wire. Wire transfer activity is updated every thirty minutes for confirmation purposes.

**4.8.2 What is the cut-off time for receiving incoming domestic wire transfers in order to receive same day credit?**

**BB&T Response:** Incoming wires are posted to the City's BB&T account until 6:00 p.m. EST.

**4.8.3 How does the City track the status of transfers once the transfer is in the system (input, approved and released)? How does this differ for telephone initiated wire transfers?**

**BB&T Response:** The City would utilize BB&T's CashManager OnLine Current Day wire transfer reports for incoming and outgoing wire transfers include amount, type, date, time, status, beneficiary or originator (out or in), FED reference number, BB&T reference number, ABA routing number, address (out only) and comments.

**4.8.4 How is access to the Proposer's wire transfer system controlled?**

**BB&T Response:** CashManager OnLine allows the City to control the creation, approval, and release of transactions. As an additional layer of security, a Security Token is assigned and registered for each user. A Security Token is a small, connectionless device that generates a one-time password to use each time you log in to CashManager OnLine. This password is unique to your account, and it changes every 32 seconds. The token is invoked also for the final approver for any money movement function (Transfer, Wire, ACH).

- Dollar limit controls can be established on a user or company level
- Detailed audit reports available
- BB&T sends an acknowledgement following both incoming and outgoing wire transfers. A company will select the notification means (e.g., CashManager OnLine, phone, fax, U.S. Mail, etc.) for the acknowledgements.

**4.8.5 Does the Proposer offer its customers dual control release options (intermediary approval level) for electronically initiated transfers? If so, describe.**

**BB&T Response: Dual Administration:** CashManager OnLine allows the City to control the

creation, approval, and release of transactions. The Administrator has the ability to establish authorized users, passwords, restrictions, etc. The Administrator may assign/delete these functions as necessary to others on line. Each user has a unique operator ID that can be restricted to accessing only portions of the information for designated accounts. For passwords, the minimum is 8 characters and maximum is 16 with at least one numeric value. Users can also be assigned various combinations of dollar limits with respect to initiating monetary transactions.

CashManager OnLine requires users to change their password at the initial login and then requires the password to be changed every 30 days. Expired passwords can be reused every six months. The City Administrators on CashManager OnLine will be notified via e-mail if the Administrators make any changes to user profiles when the proactive notification is turned on.

**4.8.6 Are security access codes (passwords) encrypted or authenticated? How often is the password required to be changed? Is a Log-on Audit Report available that shows all log-ons over a given period, including User ID, date and time?**

**BB&T Response:** BB&T understands that information security is a top priority for the City. CashManager OnLine incorporates multiple levels of security so the City can be confident sensitive account information is safeguarded. These security measures include Secure Socket Layer (SSL) data encryption, Two-Factor Token Authentication, user authentication, operator limits on access to services, functions, and approval/payment amounts, the ability to restrict "free-form" transactions, and the ability to deploy multiple payment approval schemes.

The user authentication expiration requires users to change their passwords every 30 days. Expired passwords can be reused every six months. For passwords, the minimum is 8 characters and maximum is 16 with at least one numeric value.

**4.8.7 Can dollar limits by user and function be established for single transaction amounts and daily aggregate amounts?**

**BB&T Response:** Dollar limits can be established per user for single transaction amounts and for daily aggregate amounts.

**4.8.8 Can the Proposer's on-line wire system create non-repetitive wires in U.S. Denominated currency?**

**BB&T Response:** BB&T provides the ability to originate repetitive and non-repetitive wire transfers (domestic & international) from your BB&T account in U.S. denominated currency. Domestic or international wires may be sent until 5:00 p.m. EST each business day for same-day processing.

**4.9 DISASTER RECOVERY AND CONTROL**

**4.9.1 Describe the bank's electronic data procedures and/or manual system used to provide banking services along with backup and recovery capabilities, in the event of a disaster.**

**BB&T Response:** BB&T's primary processing site is the Wilson Operations Center. BB&T uses a combination of vendor supported services and IT infrastructure at other BB&T sites to support the recovery of Wilson's Operations Center in the event of a disaster or large systems failure.

BB&T has contracted with a world recognized disaster recovery service provider. Our primary hotsite is in a different state than our Operations center and provides for replication of our mainframe processing (2600 CPU MIPS, over 6TB of disk, tape drives and network infrastructure). Our backup equipment remains powered up and in a daily ready state. This dedicated equipment supports sending our critical data across multiple dedicated AT&T data circuits. We backup all mainframe production files multiple times each day. All data needed to recover our mainframe environment is kept in an automated tape system or disk infrastructure at the hotsite and in a ready state.

BB&T also has a second processing center and is located in Charlotte, NC, where we have installed our largest amount of redundant network and distributed systems capabilities. All BB&T sites (check processing sites, branches, ATM's and corporate offices) have redundant network connections to both Wilson and Charlotte. If the Wilson site goes down, we establish our network through the offsite location, and the rest of BB&T's environment is then connected through the Charlotte site.

**4.9.2 Are off-site facilities strategically located away from each other in the event of a disaster?**

**BB&T Response:** All BB&T sites (check processing sites, branches, ATM's and corporate offices) have redundant network connections to both Wilson and Charlotte. If the Wilson site goes down, we establish our network through the offsite location, and the rest of BB&T's environment is then connected through the Charlotte site. The sites are greater than 200 miles apart.

**4.9.3 How quickly can the "hot" site be implemented in case of an emergency?**

**BB&T Response:** We have switched our entire production network from Wilson to the hotsite in less than 15 minutes during test exercises. Many of our distributed systems have redundant servers in Charlotte to support the recovery of an outage in Wilson. Depending upon individual system requirements, some distributed systems have their production servers in locations other than Wilson, and some have their disaster recovery servers in locations other than Charlotte. BB&T's disaster recovery plans are tested and documented every 12 months as part of our audit and regulatory compliance requirements. Our most recent test was conducted in July 2011.

**4.9.4 Provide a description of the controls in place to insure the integrity of the funds transfer system.**

**BB&T Response:** BB&T's primary ACH and Wire processing site is the Wilson Operations Center. BB&T uses a combination of vendor supported services and IT infrastructure at other BB&T sites to support the recovery of Wilson's Operations Center in the event of a disaster or large systems failure. BB&T has contracted with a world recognized disaster recovery service provider. Our primary hot site is in a different state than our Operations center and provides for replication of our mainframe processing. Our backup equipment remains powered up and in a daily ready state. This dedicated equipment supports sending our critical data across multiple dedicated AT&T data circuits.

CashManager OnLine is a multipurpose cash management internet application, providing access to your business 24 hours a day, seven days a week. Each department within BB&T that supports CashManager OnLine is required to adhere to a Business Recovery Plan. Those plans document, in specific detail, actions to be taken for the continuation of critical business functions following a business interruption. They contain detailed procedures for managers to follow when the plan is activated, that include contact information for key employees, roles and responsibilities for the managers to follow when the plan is activated and procedures for recovering critical functional needs.

If in the event of a disaster, CashManager OnLine, at the advisement of senior management, would engage support personnel to activate the plan and determine if the event would require relocation to our alternate back up site. This plan, when evoked, is designed to have duplicated operational capability within a 24 – 48 hour timeframe.

**4.9.5 Describe the types of insurance and bonding carried.**

**BB&T Response:** BB&T currently has bonding of \$45,000,000. Several different types of insurance are maintained at levels sufficient to cover all business activities. Required certificates of insurance will be supplied to the City within 10 business days of BB&T being awarded the City's banking services relationship.

**4.9.6 How often are emergency operations tested? How are they tested?**

**BB&T Response:** BB&T's disaster recovery plans are tested and documented every 12 months as part of our audit and regulatory compliance requirements. Our most recent test was conducted in July 2011.

**4.10 ACCOUNT REPORTING**

**4.10.1 Will the account reporting system provide beginning and ending ledger (book) balances, collected balances, available balances, and float assignment?**



**BB&T Response:** Listed below are standard Previous day Bank generated reports however, please note; standard reports can be customized by individual users so that the exact detail included or omitted. These reports can be displayed at the Bank/User/Client level.

- Previous Day Summary Report to include wire transfer, ACH, controlled disbursement, lockbox, loan activity.
- Previous Day Statement Report to include wire transfer, ACH, controlled disbursement, lockbox, returned deposited items, and loan activity.
- Previous Day Detail Report to include wire transfer, ACH, controlled disbursement, lockbox, loan activity.
- Previous Day BAI2/CSV File Export to include wire transfer, ACH, controlled disbursement, lockbox, loan activity.

#### **4.10.2 What current-day reporting is available through the reporting system?**

**BB&T Response:** Listed below are standard current day Bank generated reports however, please note; standard reports can be customized by individual users so that the exact detail included or omitted. These reports can be displayed at the Bank/User/Client level.

- Current Day Summary Report to include wire transfer, ACH, controlled disbursement, lockbox, loan activity.
- Current Day Statement Report to include wire transfer, ACH, controlled disbursement, lockbox, returned deposited items, and loan activity.
- Current Day Detail Report to include wire transfer, ACH, controlled disbursement, lockbox, loan activity.
- Current Day BAI2/CSV File Export to include wire transfer, ACH, controlled disbursement, lockbox, loan activity.

#### **4.10.3 How many business days is data stored on the Proposer's reporting system and available for the City to access?**

**BB&T Response:** Previous Day Detail Reports include detail transaction information on all debits and credits from the previous night's processing. CashManager Online does have a comprehensive report that includes all detailed transactions for 187 rolling calendar days.

#### **4.10.4 What technical specifications will be required of the City's system?**

**BB&T Response:** CashManager OnLine is a web based service with no special hardware or software required. BB&T supports the following combinations of Operating Systems and Internet Browsers:

Computer Type	Operating System	Internet Browser
PC	Windows XP SP3	Internet Explorer 7.0 and 8.0 Firefox 3.6 and 4.0
PC	Windows 7	Internet Explorer 8.0 and 9.0 Firefox 3.6 and 4.0
Mac	Mac OS X v10.5.6	Safari 5.0

**4.10.5 Is specific software required to communicate with the Proposer’s system and how many systems are required to be maintained?**

**BB&T Response:** CashManager OnLine is a web based service with no special hardware or software required.

- a. **Does your service require a stand alone PC? Can your service co-exist on the same PC with other software?**

**BB&T Response:** CashManager OnLine is BB&T’s Internet-based balance reporting and transaction initiation system and can co-exist on the same PC with other software.

- b. **List any additional peripheral hardware that maybe required for optimal performance of your service.**

**BB&T Response:** Specific software or hardware is not required.

- c. **Can the software be accessible in a Citrix environment?**

**BB&T Response:** Information can be downloaded in Comma Separated Value (CSV) and/or BAI2 formatted files. The City would have the ability to download based upon transaction type, i.e., paid checks, outgoing wire transfers, electronic debits or credits, etc. Downloaded data can then be used to automatically update the City’s internal systems and to produce management reports.

**4.10.6 Security/Administrative Rights/User Security**

- a. **Discuss the methods used to authenticate items such as users, files, locations, or other identifying criteria.**

**BB&T Response:** CashManager OnLine allows the City to control the creation, approval, and release of transactions. The Administrator has the ability to establish authorized users, passwords, restrictions, etc. The Administrator may assign/delete these functions as necessary to others on line. Each user has a unique operator ID that can be restricted to accessing only portions of the information for designated accounts. For passwords, the minimum is 8 characters and maximum is 16 with at least one numeric value. Users can also be assigned various combinations of dollar limits with respect to initiating monetary transactions.

CashManager OnLine requires users to change their password at the initial login and then requires the password to be changed every 30 days. Expired passwords can be reused every six months. The City Administrators on CashManager OnLine will be notified via e-mail if the Administrators make any changes to user profiles when the proactive notification is turned on.

**b. Describe the process we would use to establish and verify user profiles.**

**BB&T Response:** One or more City's employees are assigned to be CashManager OnLine security administrators, allowing the City to completely control CashManager OnLine access and online entitlement. BB&T recommends the "Security Administrator" designation be restricted to a very limited number of City employees.

**c. How does the user authentication expire?**

**BB&T Response:** The City administrator can set the expiration parameters and the default expiration date is set at 30 days.

**4.10.7 Automated balance-reporting services for the City's accounts should be provided. Ledger and collected balances should be available for opening and current day. Transaction details for prior and current day should include debit and credits (i.e. wire transfers, ACH transactions, bankcard deposits, ZBA transfers).**

**BB&T Response:** CashManager OnLine is BB&T's internet-based balance reporting and transaction initiation system. Ever-changing and time-critical information about your BB&T accounts is available at your fingertips at any time, and any place with high-speed internet access.

**Information Reporting:** BB&T's CashManager OnLine service provides both account balance summary reports and transaction detail reports. Current Day Detail Reports include detail transaction information for wire transfers, ACH activity, controlled disbursement, lockbox and return deposited items. Reports are available for viewing Monday – Sunday, 24 hours a day. They are updated at least every thirty minutes from the time of processing, starting at 8:00 a.m. ET and concluding at end of day for specific products. i.e. wire transfers @ 5:00 p.m. EST, and ACH @ 6:00 p.m. EST.

The City may be interested in taking advantage of a feature available through CashManager OnLine whereby Information can be downloaded in Comma Separated Value (CSV) and/or BAI2 formatted files. The City would have the ability to download based upon transaction type, i.e., paid checks, outgoing wire transfers, electronic debits or credits, etc. Downloaded data can then be used to automatically update the City's internal systems and to produce management reports. As the City continues to look for reconciliation efficiencies, CashManager OnLine will offer flexibility for enhanced automation.

#### **4.11 OVERDRAFTS**

It is not the intention of the City to overdraw any account. In the event of an overdraft, all checks presented for payment must be paid. The City or designee shall confirm wires or ACH transfers that will result in an overdraft. The Proposer shall complete the wire/ACH transfer after confirmation. No service fee shall be charged to the City for overdrafts.

**BB&T Response:** BB&T will locally monitor the City's accounts and ensure all demands upon the accounts are met. Presented items will be honored based upon collected funds unless a daylight overdraft is approved. City items will not be delayed as long as a daylight overdraft is requested ahead of time with adequate time for approval. The City will be immediately notified. In the event of an overdraft, there will be a \$35.00 charge assessed per occurrence. BB&T is willing to consider establishing a short term credit line to assist with overdraft protection. BB&T also charges for the use of uncollected funds at a rate of Prime + 3.5.

#### **4.12 STOP PAYMENTS**

Stop payment orders will routinely be initiated electronically. On rare occasions it may be necessary to initiate a stop payment by telephone. When the City initiates a stop payment order, the Proposer will immediately inform the City electronically if the check has been paid and provide an image of the paid item to the City. If not paid, the Proposer will provide an electronic confirmation of the stop payment. Stop payments shall be effective for a period of not less than twelve months. Cancellation of a stop payment order will be processed in the same way as the stop payment order. All checks paid by the Proposer after a stop payment order has been confirmed will be the responsibility of the Proposer.

**Does the Proposer offer an automatic escheatment solution for checks once they become (6) six months old?**

**BB&T Response:** BB&T provides on-line check inquiry and stop payment services via CashManager OnLine. Through CashManager OnLine, the City can perform stop payments (single or range stops), check inquiries, revoke stop payments, and receive immediate online confirmations. The City can initiate stop payment requests from 8:00 a.m. until 9:00 p.m. (ET) each business day for same-day processing. A check inquiry is performed to verify check status prior to placing the stop payment. The verification process examines 180 rolling calendar days of activity. Stop payments may be placed with various options for durations ranging from 6 months to 7 years.

BB&T recommends the City utilize stale date controls available through Positive Pay. BB&T cannot guarantee the escheatment of checks once they become six months old.

#### **4.13 Additional Services and Technological Innovation**

Include information on any other cash management services currently provided or planned by the bank that may benefit the City. The City has provided a historical average of the types of transactions presently used. The City would like to see a detailed analysis of what your institution would recommend to the City to implement. The Respondent must also submit a cost/benefit analysis with its Proposal for any proposed additional services

##### **BB&T Response: *Additional Solutions and Capabilities***

##### **Commerce Gateway Integrated Payables**

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BB&T's Commerce Gateway simplifies the processes associated with accounts payable and allows for improved transparency between buyers and suppliers.

##### **Simplify payment processing by sending BB&T a single file of payment instructions.**

- Based on your instructions, each transaction is processed as ACH, wire transfer or paper check.
- Automated status reports and acknowledgments are sent to inform you of the status of your transaction (accepted, rejected or accepted with changes).
- You may send single or multiple files throughout the day.

##### **The benefits of BB&T Commerce Gateway Integrated Payables include:**

- Reduced costs through more efficient business processes
- Reduced operational risk
- Improved data quality and reduced time to market for application development
- Greater opportunities to collaborate electronically with your clients and trading partners for value-added exchanges.

##### **Check Printing**

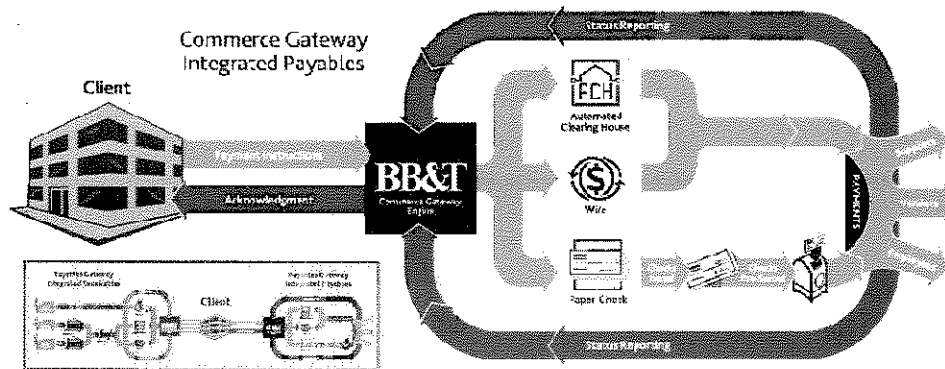
- Outsource your check processing to free up resources, improve data security and help prevent document fraud. Integrated Payables eliminates in-house blank check storage and issuance, and also reduces the threat of fraud.
- You can enjoy the benefit of world-class check printing services without the maintenance costs associated with overhead, equipment, storage and security.
- BB&T has partnered with Standard Register, a leader in the check printing industry, to provide you with a cost-effective solution to fit your needs.

##### **How it works:**

- Payments are sent in a single data stream, **improving efficiency and reducing the costs** associated with payment administration, audit and disbursement management.
- Transactions are based on your payment instructions sent as a **single data file** which is

processed as ACH, wire transfer or paper checks depending on your needs.

- BB&T sends out **automated acknowledgments and status reports** that help you enhance cash forecasting, reduce operational risk, and improve the quality of your data.
- Your **transactions and data are protected** throughout the process with safeguards such as encryption technology.



### MyLink Payroll Card

The BB&T MyLink Payroll Card is a Visa<sup>®</sup>-branded reloadable debit card. It provides you the opportunity to pay employees on this prepaid debit card which is a safe, faster, and more efficient way to deliver payroll vs paper checks. The MyLink Visa debit card can be used to make purchases wherever Visa<sup>®</sup> debit cards are accepted and to withdraw cash at ATM's worldwide. Your employees' pay will be available for use the morning of each payday. Employees no longer need to incur payroll check cashing fees and their pay is available for use on payday. There are numerous MyLink cardholder benefits available too at no charge, including unlimited free access to BB&T's online Bill Payment options.

Through online Bill Pay, MyLink cardholders enjoy free check-writing and postage, can schedule payments, and enjoy other services available to regular BB&T account holders.

The MyLink Payroll Card can be used for the following types of transactions:

- VISA POS Purchases
- Cash back at Point of Sale
- ATM Cash Withdrawals
- Branch Cash Advances
- BB&T Online Banking
- Bill-pay
- Funds transfer



MyLink Cardholders have access to monthly statements for their account 24 x 7 by logging onto the BBT.com site. From the MyAccount site cardholders can view account statements or print statements at no charge. The cardholder can select the date range for the statement they wish to view/print. MyLink Cardholder can also call the toll free number and request a paper statement. Each MyLink Cardholder may obtain one printed statement per month without a fee.

On-going technical assistance is available for employers by contacting their BB&T representative or the toll-free client assistance line. Typically there is no additional cost to train the City payroll/human resources personnel on how to use the secure web application or any of its functionality. This training can be accomplished via in person or via an interactive web-based application called iLinc. Should the City have specific training requirements which fall outside the norm, BB&T would be happy to provide a quote for such additional services upon request.

### **BB&T@Work**

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BB&T@Work is a complete employee banking benefit package that provides exclusive discounts and benefits on a variety of BB&T financial products and services. BB&T@Work is a unique opportunity for the employees of the City to enjoy the following program benefits:

**With our BB&T @ Work Program, your employees will receive:**

- No fee checking with direct deposit\*
- No fee BB&T check card
- No fee BB&T OnLine banking and bill payment
- Bonus interest rates on Savings accounts
- \$300 discount on new BB&T first mortgages, credited at closing
- Interest rate discounts on home equity loans/lines\*\*
- **Plus Package Benefits which include:\*\*\***
  - \$10,000 AD&D Insurance
  - \$100,000 Common Carrier Insurance
  - \$2500 Dependent Child AD&D Insurance
  - \$1000 Dependent Grandchild AD&D Insurance
  - \$2500 Identity Theft Insurance with Fraud Assistance
  - Payment Card Protection
  - Vision Care Discounts
  - Rx discounts
  - Travel and entertainment benefits
  - Online local shopping savings
  - Rebate rewards of \$40/year

Local BB&T @ Work Officers can be available onsite at all locations to share this information with your employees, answer any questions and enroll employees in the program. The BB&T Representatives can also be available for follow-up new hire orientations to provide the BB&T @ Work Program benefits for future new hires.

The BB&T @ Work Program is offered at no cost to the City and no maintenance of records will be required on your part.



## **Customer Services and Quality**

**5.1 The City requires a dedicated customer service representative be assigned to handle the City account.**

**a. Describe the responsibilities of the customer service personnel, including the chain of command for problem resolution.**

**BB&T Response:** A specific customer service representative will not be assigned but the City can be assured that our team of client support analysts will be readily available from 8:00 a.m. to 8:00 p.m., Monday through Friday to handle all questions and issues regarding our products. BB&T empowers the client support agents to complete investigations and fully resolve all inquiries. They have access to state of the art tools and technology needed to provide exceptional, timely service. If necessary, issues are escalated to a dedicated research group or supervisor for resolution. Combined, our client support management staff has more than 25 years of experience in Treasury Management and the Customer Service industry.

**b. Is local customer service support available for the City's accounts?**

Located at BB&T's full service branch at 1010 West Kennedy Dr., Key West, FL are Britt Myers, Financial Center Leader; Jay Hall, Business Services Officer. Britt, Jay and their team will provide local customer service support to the City.

**5.2 What are the hours of operation of the Proposer's service unit? [Specify time]**

**BB&T Response:** Client support analysts will be readily available from 8:00 a.m. to 8:00 p.m. EST, Monday through Friday to handle all questions and issues regarding our products.

**5.3 How does the Proposer handle inquiries requiring research and adjustments? The City requires supporting documentation on any debit or credit correction memo.**

**BB&T Response:** A dedicated Research team is empowered to complete investigations and fully resolve inquiries, including making necessary adjustment to client accounts. In order to meet acceptable standards, such as the retrieval or copy of a statement or check, we commit to a 24-hour turnaround. BB&T will conduct an investigation and analysis and make adjustments as needed upon being notified. These adjustments are based on standard compensation techniques. The City can use phone, fax, and secure E-mail for initiating and tracking inquiries.

**5.4 Are there established turn-around times for research and adjustment items? If yes, specify.**

**BB&T Response:** To meet acceptable standards, such as the retrieval or copy of a statement

or check processed within the last 12 months, we commit to a 24-hour turnaround.

**5.5 Does the Proposer provide technical customer support for computer hardware, software, and communications problems?**

**BB&T Response:** BB&T's Technical Support and Implementation team will work with your local BB&T primary contacts, the City, and the City's vendors to ensure proper communication including telecommunication requirements, system compatibility and transmission testing as well as other on-line or PC based applications. BB&T's Technical Support professionals are available to support commercial clients from 8:00 a.m. to 8:00 p.m. (EST), Monday through Friday.

## **BANK FEES**

- 6.1** Prices must be guaranteed for the five (5) year term of the contract. In an extended contract period the Proposer has the right to increase services charges. If the Proposer increases these charges, the Proposer must notify the City in writing, six (6) months prior to the price increase of the amount of the increase and the period the increase is effective. It is then the option of the City to extend or issue a new RFP.

**BB&T Response:** BB&T can guarantee the prices in this response for 5 years. Any increase after the initial term would be based on Cost per Item.

- 6.2** The City requires that deposit slips be furnished by the proposer at no cost to the City. Under these circumstances would the City order deposit tickets and other supplies through the bank or directly from a vendor?

**BB&T Response:** The City will be provided a \$2,500 annual credit toward banking supplies. These orders must be facilitated through the bank's vendor.

- 6.3** The City requests the Proposer to cash City created checks without charge to the payee. Will any charges incurred be passed through to the City? If so, please list these in Section 15.1. What controls are in place to minimize check fraud?

**BB&T Response:**

BB&T will not pass through charges for cashing City checks to non BB&T customers.

BB&T recommends the utilization of Positive Pay and ACH blocks and filters. In addition, Positive Pay clients should consider the following when printing checks:

- Use a light colored background for the check (especially around the payee name area) and dark ink for the payee name
- Use font printed in non-decorative and non-script fonts
- Use fonts 6-24 points (10-14 font size is preferred)
- Use default spacing between individual characters and lines of text
- Do not use bold or italic for payee name
- Have 0.25 inches of space around the payee name (left, above, right)

- 6.4** Will the Proposer charge any one time implementation fee to the City for setting up new services? Please explain these fees if not included in your pricing proposal.

**BB&T Response:** No implementation fees will be charged to the City within the first 90 days of the banking contract. New services implemented thereafter will be fully priced and discussed with the City prior to implementation.

**6.5 Does the Proposer charge for use of uncollected funds? If so, how is the charge calculated?**

**BB&T Response:** BB&T does charge an interest rate of prime plus 3 ½% on any average negative uncollected balances for the month.

**6.6 How soon after the close of the billing period is the account analysis available to the City?**

**BB&T Response:** BB&T will provide account analysis statements to the City's office by the 10th of the month. Statements can be accessed through CashManager Online in addition to being received via US mail. BB&T's month end analysis statements will detail all bank activities / services in addition to the related per unit pricing. Each month's statement will remain available for 45 business days.

**6.7 How are adjustments reflected on the account analysis?**

**BB&T Response:** Adjustments are labeled as adjustments on the account analysis statement.

**6.8 Is the Proposer's account analysis available electronically via the Internet?**

**BB&T Response:** BB&T will provide account analysis statements to the City's office by the 10th of the month. Statements can be accessed through CashManager Online in addition to being received via US mail. BB&T's month end analysis statements will detail all bank activities / services in addition to the related per unit pricing. Each month's statement will remain available for 45 business days.

**6.9 Please describe the procedures used to adjust bank statements and to assure a corresponding adjustment to account analysis statements. How is the adjustment handled if the analysis period has already ended?**

**BB&T Response:** Adjustments will be made same day upon notification and a new statement will be mailed.

**6.10 Please list any additional fees for additional services not specifically requested related to conversion, training and/or other Banking Services. Fees for Banking Services not indicated within this proposal, will be considered to be provided at no additional cost than what is submitted in the proposal.**

**BB&T Response:** BB&T has provided our fee schedule with our RFP response.

## **PAYMENT FOR BANKING SERVICES**

The City is receptive to the City either paying banking fees directly or applying compensating balance earnings toward bank charges with interest paid on excess balances. Please evaluate the best scenario for the account and make recommendation on a monthly or quarterly basis as to the best mix of balances to offset services charges.

**BB&T Response:** BB&T initially recommends utilizing a compensating balance for the payment of service charges. We are offering a .65 ECR which translates into a \$5,000,000 compensating balance. The compensating balance is based on assumptions that are detailed in our proforma of service charges within Attachment 7.

BB&T looks forward to discussing products and services with the City to ensure they receive the best possible solutions to streamline your banking needs.

## **STRENGTH OF FINANCIAL INSTITUTION**

### **8.1 Please provide collateral level that your bank is required to post for Florida Public Deposits.**

**BB&T Response:** City deposits will be insured in accordance with current FDIC rules and regulations. All funds in a "noninterest-bearing transaction account" are insured in full by the Federal Deposit Insurance Corporation from December 31, 2010, through December 31, 2012. This temporary unlimited coverage is in addition to, and separate from, the coverage of at least \$250,000 available to depositors under the FDIC's general deposit insurance rules. Funds over the allowable amount insured by FDIC are collateralized at 50% in accordance with State Laws of Florida.

### **8.2 Please provide in a table, the following ratings from S&P, Moody's and Fitch: Commercial Paper; Long Term Debt; Deposit; and Bank Financial Strength**

**BB&T Response:** As one of the nation's leading financial institutions, BB&T has a reputation for integrity and service excellence that dates back to 1872. Rated one of the country's safest and soundest financial institutions, BB&T serves clients across the Mid-Atlantic and Southeast with a complete range of financial services including banking, lending, insurance, trust and wealth management solutions. Past performance, in this case, provides solid assurance that BB&T's enduring core values will continue to shape our approach to client service, bringing professionalism and objectivity to every assessment and every recommendation we present.

**BB&T Corporation  
 Ratings of Holding Company & Subsidiary Bank**

	S&P	Moody's	Fitch	DBRS
<b>BB&amp;T Corp.</b>				
Commercial Paper	A-2	P-1	F1	R-1 (low)
Issuer	A-	A2	A+	A(high)
LT/Senior debt	A-	A2	A+	A(high)
Subordinated debt	BBB+	A3	A	A
Subordinated shelf short term	A-2	-	F1	-
<b>Subsidiary Bank - Branch Banking &amp; Trust Co.</b>				
Bank financial strength	A-/A-1	B-	a+	n/a
Long term deposits	A	A1	AA-	AA(low)
LT/Senior unsecured bank notes	A	A1	A+	AA(low)
Other long term senior obligations	A	A1	A+	AA(low)
Other short term senior obligations	A-1	P-1	F1	R-1 (middle)
Short term bank notes	A-1	P-1	F1	R-1 (middle)
Short term deposits	A-1	P-1	F1+	R-1 (middle)
Subordinated bank notes	A-	A2	A	A(high)
<b>Ratings Outlook: Credit Trend</b>	<b>Stable</b>	<b>Stable</b>	<b>Stable</b>	<b>Stable</b>

**Bank Comparison Credit Ratings as of March 9, 2012**

	<b>Company</b>	<b>S&amp;P</b>	<b>Outlook</b>	<b>Moody's</b>	<b>Fitch</b>
1	Bank of Montreal *	A+	Stable	Aa2	AA-
2	Northern Trust Corporation	A+	Stable	A1	AA-
3	Bank of NY Mellon Corporation	A+	Negative	Aa3	AA-
4	State Street Corporation *	A+	Negative	A1	A+
5	Wells Fargo & Company	A+	Negative	A2	AA-
6	JPMorgan Chase & Co.	A	Stable	Aa3	AA-
7	U.S. Bancorp	A	Stable	Aa3	AA-
8	BB&T Corporation	A-	Stable	A2	A+
9	Comerica Incorporated	A-	Stable	A2	A
10	M&T Bank Corporation	A-	Stable	A3	A-
11	PNC Financial Services Group, Inc.	A-	Stable	A3	A+
12	Bank of America Corporation	A-	Negative	Baa1	A
13	Citigroup Inc. *	A-	Negative	A3	A
14	Keycorp	BBB+	Positive	Baa1	A-
15	BOK Financial Corporation *	BBB+	Stable	A2	A-
16	Fifth Third Bancorp	BBB	Positive	Baa1	A-
17	Associated Banc-Corp *	BBB	Stable	Baa1	BBB-
18	Huntington Bancshares Inc *	BBB	Stable	Baa1	BBB+
19	SunTrust Banks, Inc.	BBB	Stable	Baa1	BBB+
20	Capital One Financial Corporation *	BBB	Negative	Baa1	A-
21	First Horizon National Corporation	BBB-	Stable	Baa1	BBB+
22	Zions Bancorporation *	BBB-	Negative	Ba3	BBB-
23	Regions Financial Corporation	BB+	Stable	Ba3	BBB-
24	Popular, Inc. *	B+	Stable	Ba1	B+
25	Synovus Financial Corp. *	B	Stable	B2	BB-



**BB&T Corporation  
 Ratings of Holding Company & Subsidiary Bank**

	S&P	Moody's	Fitch	DBRS
<b>BB&amp;T Corp.</b>				
Commercial Paper	A-1	P1	F1	R-1(low)
Issuer	A	A1	A+	A(high)
LT/Senior debt	A	A1	A+	A(high)
Subordinated debt	A-	A2	A	A
Subordinated shelf short term	A-1	(P)A2	F1	R-1(low)
<b>Subsidiary Bank - Branch Banking &amp; Trust Co.</b>				
Bank financial strength	A+/A-1	B	B	n/a
Long term deposits	A+	Aa3	AA-	AA(low)
LT/Senior unsecured bank notes	A+	Aa3	A+	AA(low)
Other long term senior obligations	A+	Aa3	AA-	AA(low)
Other short term senior obligations	A-1	P1	F1	R-1 (middle)
Short term bank notes	A-1	P1	F1	R-1 (middle)
Short term deposits	A-1	P1	F1+	R-1 (middle)
Subordinated bank notes	A	A1	A	A(high)

## CONVERSION

### 9.1. Describe a conversion plan to transfer assets of the City to your financial institution.

**BB&T Response:** BB&T will work closely with you each step of the way to set up services that best meet the needs of your business. Our goal is to make sure you are fully satisfied.

- **Support from a single source:** Your implementation specialist will serve as your point of contact through each step of the implementation process.
- **Gain a partner who knows your business:** We take the time to learn about your business and to identify ways BB&T can help it operate more efficiently.
- **Get the support you need before, during and after:** Your implementation specialist will work closely with the City throughout the setup process, including developing a project plan, lining up all needed bank resources, securing required legal documents and arranging training for your staff.
- **Benefit from clearer communication:** Your implementation specialist will communicate regularly with other members of your BB&T team, including your corporate banker, treasury consultant and support advisor, to keep them informed of your needs.

BB&T strongly believes in the concept of an Implementation Team that will be fully responsible for seeing that the implementation is completed and that the conversion is seamless and holds no surprises for either party. BB&T is prepared to commit appropriate resources to achieve the final objective; a smooth conversion for the City. Your primary Treasury Management Consultant, Marc Bayard, will be involved in implementation meetings as appropriate and regularly informed of progress as the implementation process moves forward.

The implementation team will be responsible for the following high level tasks:

- Develop detail project plan and timeline for conversion
- Outline and engage team members from supporting areas withing BB&T
- Define roles and responsibilities
- Coordinate technical requirements
- Define implementation and processing workflows
- Define exception processing workflows
- Coordinate file formation and connectivity testing
- Coordinate other business activities as needed

BB&T's Implementation Team will consist of representatives from Operations, Product Management, Payments Services Implementation, as well as other management

representatives who have direct responsibilities associated with the services the City will utilize.

**9.2. What is the lead time required for conversion and implementation, based on a start date of July 1, 2012. What are the critical factors that may impact that lead time??**

**BB&T Response:** In general terms, it would be advantageous for both parties if the City were to assign a single person as project manager for the conversion. Implementation of our products and services will potentially touch different areas within your organization. A single point of contact will greatly assist our implementation team leaders in providing you with a timely and efficient conversion to BB&T.

Additionally, the City will need to appoint a person to act as System Administrator. This person will be responsible for assigning user rights (add/delete users) and privileges within BB&T online systems, such as CashManager OnLine, OnSite and our Commerce Gateway services. The City personnel will need to take the time to attend online training sessions for our systems, as well. These sessions are conducted daily and a training schedule will be provided.

\*Critical factors that may impact lead time include timely submission of required implementation documents, successful testing of issue file transmissions, MICR testing of checks (optional but highly recommended), etc.\*

Deposit Supplies	7 Business Days
ACH Initiation	30 Business Days
ACH Block with Filter	5 Business Days
CashManager OnLine	3 Business Days
CD-Rom Imaging	5 Business Days
On-Site	5 Business Days
Positive Pay	15 Business Days
Full Reconciliation	10 Business Days

**9.3. Indicate your plans and all costs associated with the conversion and for educating and training the City employees in the use of your systems.**

**BB&T Response:** Training, user manuals and technical assistance are provided as part of the implementation process. We will provide training to all employees during the implementation process and we are pleased to offer additional or follow up training as required by our clients. BB&T's Client Support department has dedicated technical support professionals, who are available from 8:00 a.m. through 8:00 p.m. EST, Monday through Friday. By simply dialing a toll-free number, Clients can contact product specialists at their convenience for training and technical assistance.

BB&T's Technical Support and Implementation team will work with your local BB&T primary contacts, the City, and the City's vendors to ensure proper communication including telecommunication requirements, system compatibility and transmission testing as well as other on-line or PC based applications. BB&T's Technical Support professionals are available to support commercial Clients from 8:00 a.m. through 8:00 p.m. (EST), Monday through Friday.

Our new Client training is normally held via a conference call between the trainer and the client. During the training session the trainer will set-up and perform the training using a web conferencing system. This option allows the City to use the newly purchased product with the aid of a trainer. Once the training is complete our trainer will provide the City with our customer service options for immediate assistance.

**9.4. Provide a copy of all agreements that will be required to initiate the banking services agreement.**

**BB&T Response:** Sample agreements have been provided in the appendix of our RFP response.

**9.5. Provide a detailed description of the implementation process, including testing and a sample implementation schedule.**

**BB&T Response:** Listed below is the estimated timeframe for services based upon receipt of all signed and properly executed agreements.

Task	Bank Responsibility	Client Responsibility	Timeline	Documents
<b>Account Reconciliation Services</b>	Provide documentation & implement service	Sign documentation, send outstanding check issues for Full Recon	10 business days prior to statement cut date.	Agreement
<b>ACH Initiation Services</b>	Provide documentation, coordinate testing of files & implement service	Sign documentation, indicate authorized contacts & provide test files	Transmission: 30 business days Internet: 10 business days Vendor: 30 business days	Agreement
<b>CashManager OnLine (Internet)</b>	Provide documentation & implement service	Sign documentation & select accounts to be reported and report type	3 business days	Agreement; BB&T Account Authorization & Resolution

<b>CD-ROM Imaging</b>	Provide documentation & implement service	Sign documentation	5 business days prior to statement cut date.	Agreement
<b>Corporate Call Wire</b>	Provide documentation & implement service	Sign documentation and acknowledgement of PIN received in the mail	5 business days in addition to mail time for PIN acknowledgement from client	Agreement; Repetitive Wire Transfer Request; Wire Transfer Authorization Form; PIN acknowledgement
<b>OnSite Deposit</b>	Provide documentation & implement service	Sign documentation & provide sample deposit ticket per location	10 business days	Agreement
<b>Positive Pay</b>	Provide documentation & implement service	Service activated when BB&T receives first check issue file.	1 business day via Internet 10 business days via other method	Agreement

**9.6. Does the Proposer assign an implementation team? If so, is an Implementation Manager assigned?**

**BB&T Response:** BB&T strongly believes in the concept of an Implementation Team that will be fully responsible for seeing that the implementation is completed and that the conversion is seamless and holds no surprises for either party. BB&T is prepared to commit appropriate resources to achieve the final objective; a smooth conversion for the City.

Your primary Treasury Management Consultant, Marc Bayard, will be involved in implementation meetings as appropriate and regularly informed of progress as the implementation process moves forward. BB&T's Implementation Team will consist of representatives from Operations, Product Management, Payments Services Implementation, as well as other management representatives who have direct responsibilities associated with the services the City will utilize.




## **REPORTING**

Please provide copies of the reports most likely to be used by the City based on the services recommended by the Proposer.

**BB&T Response:** BB&T has included the requested sample reports in Tab 13.

## REFERENCES

Provide at least three (3) public references within the state of Florida, where similar services were provided, if possible, including: the length of time the Proposer has provided services, client name, contact personnel, address, and phone number the City may use to contact these references during the evaluation process. If three Florida public references are not possible, provide three private references whose banking services most closely resemble the account structure used by the City.

REFERENCES		
 <p><b>Housing Authority of the City of Fort Lauderdale</b>                  Michael Tadros                  Chief Financial Officer                  437 SW Fourth Avenue                  Fort Lauderdale, FL 33315                  Phone: 954-525-6444 Ext 103  <a href="mailto:mtadros@hacfl.com">mtadros@hacfl.com</a></p> <p>Provide full banking and treasury services including ACH, Electronic Reconciliation, CD-ROM, Zero Balance Accounting, Wire Transfers, Online Banking</p> <p>BB&amp;T has serviced the Housing Authority since 2010</p>	 <p><b>City of Sunny Isles Beach</b>                  Minal Shah, CPA                  Assistant City Manager-Finance                  18070 Collins Avenue                  Sunny Isles Beach, FL 33160                  Phone: 305-792-1775  <a href="mailto:mshah@sibfl.net">mshah@sibfl.net</a></p> <p>Provide full banking and treasury services including ACH, Electronic Reconciliation, CD-ROM, Zero Balance Accounting, Wire Transfers, Online Banking</p> <p>BB&amp;T has serviced the City of Sunny Isles Beach since 2001 and was selected as the central depository during 2011</p>	 <p><b>Village of Key Biscayne</b>                  Beatrice Galeano                  Finance Director                  88 W McIntyre                  Key Biscayne, FL 33145                  Phone: 305-365-8901  <a href="mailto:bgaleano@keybiscayne.fl.gov">bgaleano@keybiscayne.fl.gov</a></p> <p>Provide full banking and treasury services including Wholesale Lockbox, Merchant Services, Investments</p> <p>BB&amp;T has serviced the Village of Key Biscayne since 2000</p>

**REFERENCES (continued)**



**City of St. Augustine Beach**

Melissa Burns  
Finance Director  
2200 A1A South  
St. Augustine, FL 32080

Phone: 904-471-2122  
[mburns@cityofsab.org](mailto:mburns@cityofsab.org)

Provide full banking and treasury services including  
ACH, Online Banking, Cash Processing, Remote  
Deposit

BB&T has serviced the City of St Augustine Beach  
since 2008



**City of Miami Springs**

William Alonso  
Assistant City Manager - Finance  
201 Westward Dr.  
Miami Springs, FL

Phone: 305-805-5014  
[alonsow@miamisprings-fl.com](mailto:alonsow@miamisprings-fl.com)

Provide full banking and treasury services including  
ACH, Remote Deposit, Check Images, Positive Pay,  
Wire transfers, Online Banking

BB&T has serviced the City of Miami Springs since  
2003. and was selected as their central depository  
in September 2011.



## Banking Services Chart

	<u>Average</u>	<u>Unit</u>	<u>Monthly</u>
<u>Banking Services</u>	<u>Volume</u>	<u>Price</u>	<u>Fee</u>
<b>Pooled Cash Account</b>			
ACH Monthly Maintenance Fee	1	35.00	35.00
ACH File Fees	10	5.00	50.00
ACH Per Item	4172	0.10	417.20
Coin Bags	158	1.00	158.00
Maintenance Fee	1	8.00	8.00
Debits Processed	7	0.18	1.26
Credits Processed	643	0.06	38.58
ACH Credits Fee	383	0.10	38.30
On Us Item Fee	1492	0.06	89.52
Foreign Item Fee 1	4963	0.06	297.78
Chargeback Redeposit	9	10.00	90.00
Chargeback Fee	6	7.50	45.00
Outgoing Wire	6	10.00	60.00
Incoming Wire	0	14.00	0.00
Stop Payment Fee	0	34.00	0.00
<b>Payroll Account</b>			
ACH Monthly Maintenance Fee	0	35.00	0.00
ACH File Fees	0	5.00	0.00
ACH Per Item	0	0.10	0.00
Coin Bags	0	1.00	0.00
Maintenance Fee	1	8.00	8.00
Debits Processed	130	0.18	23.40
Credits Processed	1	0.06	0.06
ACH Credits Fee	0	0.10	0.00
On Us Item Fee	0	0.06	0.00
Foreign Item Fee 1	0	0.06	0.00
Chargeback Redeposit	0	10.00	0.00
Chargeback Fee	0	7.50	0.00
Outgoing Wire	0	10.00	0.00
Incoming Wire	0	14.00	0.00
Stop Payment Fee	0	34.00	0.00
<b>Operating Account</b>			
ACH Monthly Maintenance Fee	0	35.00	0.00
ACH File Fees	0	5.00	0.00
ACH Per Item	0	0.10	0.00
Coin Bags	0	1.00	0.00
Maintenance Fee	1	8.00	8.00
Debits Processed	445	0.18	80.10
Credits Processed	0	0.06	0.00
ACH Credits Fee	0	0.10	0.00
On Us Item Fee	0	0.06	0.00
Foreign Item Fee 1	0	0.06	0.00
Chargeback Redeposit	0	10.00	0.00
Chargeback Fee	0	7.50	0.00

Outgoing Wire	0	10.00	0.00
Incoming Wire	0	14.00	0.00
Stop Payment Fee	1	34.00	34.00

**Online Credit Card Payment Account**

ACH Monthly Maintenance Fee	0	35.00	0.00
ACH File Fees	0	5.00	0.00
ACH Per Item	0	0.10	0.00
Coin Bags	0	1.00	0.00
Maintenance Fee	0	8.00	0.00
Debits Processed	0	0.18	0.00
Credits Processed	6	0.06	0.36
ACH Credits Fee	6	0.10	0.60
On Us Item Fee	0	0.06	0.00
Foreign Item Fee 1	0	0.06	0.00
Chargeback Redeposit	0	10.00	0.00
Chargeback Fee	0	7.50	0.00
Outgoing Wire	0	10.00	0.00
Incoming Wire	0	14.00	0.00
Stop Payment Fee	0	34.00	0.00

**Police Investigation Account**

ACH Monthly Maintenance Fee	0	35.00	0.00
ACH File Fees	0	5.00	0.00
ACH Per Item	0	0.10	0.00
Coin Bags	0	1.00	0.00
Maintenance Fee	1	8.00	8.00
Debits Processed	0	0.18	0.00
Credits Processed	0	0.06	0.00
ACH Credits Fee	0	0.10	0.00
On Us Item Fee	0	0.06	0.00
Foreign Item Fee 1	0	0.06	0.00
Chargeback Redeposit	0	10.00	0.00
Chargeback Fee	0	7.50	0.00
Outgoing Wire	0	10.00	0.00
Incoming Wire	0	14.00	0.00
Stop Payment Fee	0	34.00	0.00

Average Collected Balance \$9,000,000.00

Current Earnings Credit Rate 0.65%

Floor Rate for ECR 0.65%

FDIC Assessment \$1,199.70 (\$.1333/thousand)

Fee Waiver (if applicable) First 90 days

Current Interest Rate 0.15%

Floor Interest Rate 0.15%

## **Completed Attachments**

- Attachment 1 Qualified Public Depository
- Attachment 2 Equal Employment Opportunity Statement
- Attachment 3 Current Banking Environment
- Attachment 4 Interest Rates
- Attachment 5 Statement of Public Entity Crimes
- Attachment 6 Conflict/Non-Conflict of Interest Statement
- Attachment 7 Permit Requirements / Proforma of Service Charges
- Attachment 8 Anti-Kickback
- Attachment 9 Local Vendor Certification
- Addendum No 1



**STATE OF FLORIDA**  
Office of the Treasurer and Insurance Commissioner  
Division of Treasury  
Bureau of Collateral Securities

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**CERTIFICATE OF QUALIFIED PUBLIC DEPOSITORY**  
UNDER THE FLORIDA SECURITY FOR  
PUBLIC DEPOSITS ACT

This is to certify that

**BRANCH BANKING AND TRUST COMPANY**  
200 WEST SECOND STREET  
WINSTON-SALEM, NORTH CAROLINA 27101

has fully qualified as a public depository pursuant to Chapter 280, Florida Statutes, otherwise known as the Florida Security for Public Deposits Act. As such, said bank or savings association is hereby designated to receive public deposits, as defined in Subsection 280.02(13), Florida Statutes.

Given under my hand this 12th day of November, 2002.

A handwritten signature in cursive script, appearing to read "Tom Jolly", written over a horizontal line.

**TREASURER, STATE OF FLORIDA**

ATTACHMENT 2

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The undersigned Proposer, by the signature below, represents that the foregoing information is true and correct. The undersigned Proposer, by the signature below, provides assurances to the City of its compliance with Federal, State and City affirmative action and equal employment opportunity requirements. The undersigned Proposer further assures that it and its sub-contractors/sub-recipients facilities are accessible to the handicapped (if applicable).

IN WITNESS WHEREOF, this Equal Employment Opportunity Statement is hereby signed as of the date indicated.

PROPOSER: Branch Banking & Trust (BB&T)

ATTEST By: Laurie Zapletal  
Authorized Signature signed in ink before a  
Notary Public

Witness T. Staropoli\*

Laurie Zapletal  
Typed name of person signing above

Witness M. Sanchez

Vice President  
Title of person signing above

Date signed: 3-26-12

Notary Public, State of Florida

My commission expires: 3-17-14

Terry Ann Staropoli\*



TERRY ANN STAROPOLI  
MY COMMISSION # DD 971293  
EXPIRES: March 17, 2014  
Bonded Thru Budget Notary Services

## ATTACHMENT 3

### Current Banking Environment

A. **General** - The City is looking for the most beneficial account type(s) that will provide the most service and least cost for the amount of activity of each account. The City desires to maximize the amount of cash available for investment purposes.

#### B. Accounts Included

Currently banking services are being conducted with the following accounts.

**Pooled Cash Concentration Account** - All deposits of the City are made into the Pooled Cash account and this account is used to fund checks presented in the accounts payable and payroll accounts.

**Payroll Zero Balance Account** - All employee wage payments are made against this account. When checks are presented they are funded by the Pooled Cash account.

**Accounts Payable Zero Balance** - All vendor payments are made against this account. When checks are presented they are funded by the Pooled Cash account.

**Online Credit Card Account** - This account is used for processing all utility credit card payments made on-line when using the City's on-line payment software.

**Police Investigative Fund** - used as a standard checking account for police investigative needs.

#### C. Account Structure

- a. **Pooled Cash Concentration Account** - All deposits are made into the Pooled Cash account. That represents 600-700 bank deposits per month in addition to around 400 ACH credits into the account monthly. The funds in the account are swept into the two zero balance accounts when checks are presented for payments. The average bank collected balance in the account earns interest monthly. The City reserves the right to make investment in other options using the funds of the Pooled Cash account.
- b. **Payroll Zero Balance Clearing** - All payroll checks are presented against this account approximately 150 per month. The account maintains a zero balance as checks are presented the bank sweeps the Pooled Cash account to offset the charges. Most of the City's payroll is directly deposited into employee accounts this represents approximately 1100 ACH payroll items monthly.
- c. **Accounts Payable Zero Balance Clearing** - All accounts payable checks are presented against this account, approximately 450 per month. The account maintains a zero balance as checks are presented the bank sweeps the Pooled Cash account to offset the charges. Currently no ACH files are generated through the accounts payable process.
- d. **Online Credit Card** - This account is used to account for credit card payments made by customers using the City's online web based software. Currently the City only uses this account for utility payments on-line. Monthly upon reconciliation the proceeds in this account are transferred to the Pooled Cash account.
- e. **Police Investigative Fund** - This account is used as a checking account for the police department when special needs arise. The volume in this account is minimal with only one or two transactions per month.

## D. Revenue Collection

The City collects revenue at numerous locations throughout the city.

Location	Days collecting	Transmitted	Type of Collection	Annual
Transfer Station Rockland Key	Mon- Sat	Monday - Friday to Revenue Dept via courier	Cash, Checks, Credit Cards	\$115,000
Garrison Bight Marina	Mon- Sun	Monday - Sun to Key West Bight Marina	Cash, Checks, Credit Cards	\$1,500,000
Key West Bight Marina	Mon- Sun	Mon, Wed, Fri- Private armored car pick deliver to Bank. Monday - Friday rent payment to revenue for posting	Cash, Checks, Credit Cards	\$5,000,000
Key West DOT Office	Mon-Fri	Monday - Friday to Revenue Dept via courier	Cash, Checks	\$100,000
Key West DOT Buses	Mon- Sat	Monday - Sat to Revenue Dept via courier	Cash, Coins	\$500,000
Building Department	Mon-Fri	Monday - Friday to Revenue Dept via courier	Cash, Checks, Credit Cards	\$2,500,000
Parking Meters/Pay Stations	Mon -Fri as needed	Monday - Friday to Revenue Dept via courier	Coins, Credit Cards	\$3,300,000
Parking Enforcement	Mon-Fri	Monday - Friday to Revenue Dept via courier	Cash, Checks, Credit Cards	\$650,000
County	Mon-Fri	Monday - Friday to Revenue Dept via courier	Checks	\$50,000
Port	Mon-Fri	Monday - Friday to Revenue Dept via courier	Checks	\$3,500,000
Code Enforcement	Mon-Fri	Monday - Friday to Revenue Dept via courier	Cash, Checks	\$85,000
Revenue Utilities	Mon-Fri	Collected on site, on-line	Cash, Checks, Credit Cards, ACH	\$16,000,000
Finance	Mon- Fri	Monday - Friday to Revenue Dept via courier	Checks, EFT	\$35,000,000

The Revenue department located at 3126 Flagler Ave. Key West receives deposits Monday thru Saturday from the various locations listed above. Revenue verifies the deposit amounts received from the various locations and prepares the deposits for armored car pick up. Revenue also services walk up clients and processes all utility payments. Daily (Mon-Fri) a private armored car service picks up the daily deposits from Revenue and transmits to the bank for processing.

## ATTACHMENT 4

### INTEREST RATES

1. Earnings Credit Rate - please provide the index which will be used to base the ECR

BB&T Response: BB&T offers the City .65% ECR. This is a floor, based on Fed Funds minus .25%.

2. Government Interest Rate on Excess Balances- It is the desire of the City to have a Net-Interest Checking Account where the balances are first used to offset bank service charges and any excess balance will automatically earn interest.

BB&T Response: BB&T offers the City .15% in a Public Fund Money Rate Savings account. This is a floor, based on Fed Funds minus .25%.

BB&T can offer the City Public Fund Certificates of Deposits and Investments through our Capital Markets Desk. These investments can enhance the City's return.



ATTACHMENT 5

SWORN STATEMENT PURSUANT TO SECTION 287.133 (3) (a),  
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES  
RFP NO. #005-12

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to the City of Key West, Florida

By: Laurie Zapletal, Vice President  
*(print individual's name and title)*

For: Branch Banking & Trust (BB&T)  
*(print name of entity submitting sworn statement)*

whose business address is: 1200 Brickell Avenue Floor 11 Miami, FL 33131  
and (if applicable) its Federal Employer Identification Number (FEIN) is: 56-1074313  
(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: - -)

2. I understand that a "public entity crime" as defined in Paragraph 287.133 (1) (g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133 (1) (b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" as defined in Paragraph 287.133(1) (a), Florida Statutes, means:

1. A predecessor or successor of a person convicted of a public entity crime;  
or
2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers' directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares

constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133(1) (e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement, which I have marked below, is true in relations to the entity submitting this sworn statement. (Indicate which statement applies).

Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list (attach a copy of the final order).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

By: Laurie Zapletal  
Signature

March 26, 2012  
Date

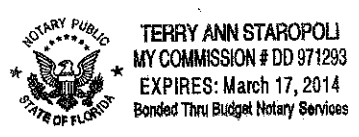
STATE OF FLORIDA

COUNTY OF MONROE

Personally appeared before me the undersigned authority Laurie Zapletal who, after first being sworn by me, affixed his/her signature in the space provided above of this 26 day of March, 2012.

Terry Ann Staropoli  
Notary Public

My Commission expires:



ATTACHMENT 6

CONFLICT/NON-CONFLICT OF INTEREST STATEMENT

CHECK ONE

- To the best of our knowledge, the undersigned firm has no potential conflict of interest due to any other clients, contracts, or property interest for this project.
- The undersigned firm, by attachment to this form, submits information which may be a potential conflict of interest due to other clients, contracts, or property interest for this project.

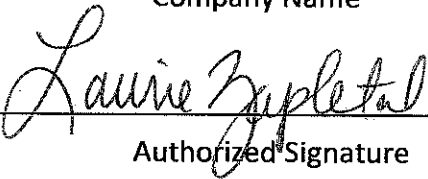
LITIGATION STATEMENT

CHECK ONE

- The undersigned firm has had no litigation and/or judgments entered against it by any local, state or federal entity and has had no litigation and/or judgments entered against such entities during the past ten (10) years.
- The undersigned firm, BY ATTACHMENT TO THIS FORM, submits a summary and disposition of individual cases of litigation and/or judgments entered by or against any local, state or federal entity, by any state or federal court, during the past ten (10) years.

Branch Banking & Trust Company (BB&T )

Company Name



Authorized Signature

Laurie Zapletal

Name (Print or Type)

Vice President

Title

Failure to check the appropriate blocks above may result in disqualification of your proposal. Likewise, failure to provide documentation of a possible conflict of interest, or a summary of past litigation and/or judgments, may result in disqualification of your proposal.

**Attachment 7**

**BUSINESS TAX RECEIPT  
REQUIREMENT AND COST**

**\$1,102.50 per year if physically located in Key West**

**Plus \$183.75 per ATM**

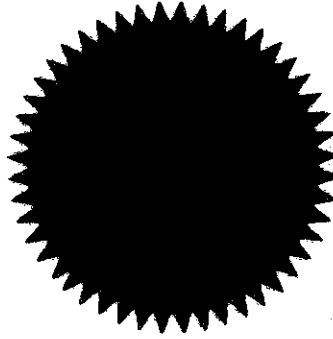
No. 1-1186

State of North Carolina  
Commissioner of Banks

This is to certify that Branch Banking and Trust Company, having its principal office in Winston-Salem, North Carolina, is hereby authorized to operate a branch to be known as the Key West Branch and to begin business on 06/14/2004 at:

1010 Kennedy Dr.  
Key West, FL 33040

Witness my signature and official seal this 07/09/2004



A handwritten signature in dark ink, appearing to be 'J. M. ...', written over a horizontal line.

Commissioner of Banks

**2011 / 2012  
MONROE COUNTY BUSINESS TAX RECEIPT  
EXPIRES SEPTEMBER 30, 2012**

RECEIPT# 52110-65681

Business Name: BB & T

Owner Name: BB & T  
Mailing Address: 1580 SAWGRASS CORPORATE PKWY STE  
310  
SUNRISE, FL 33323

Business Location: 1010 KENNEDY DR  
KEY WEST, FL 33040  
Business Phone: 305-292-3800  
Business Type: BANK INSTITUTIONS/ATM  
MACHINES/MORTGAGE BROKERS (BANKING)

**Rooms                      Seats                      Employees                      Machines                      Stalls**

		For Vending Business Only					
		Number of Machines:		Vending Type:			
Tax Amount	Transfer Fee	Sub-Total	Penalty	Prior Years	Collection Cost	Total Paid	
75.00	0.00	75.00	0.00	0.00	0.00	0.00	75.00

Paid 103-10-00002072 07/26/2011 75.00

**THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS**

THIS BECOMES A TAX RECEIPT  
WHEN VALIDATED

**Danise D. Henriquez, CFC, Tax Collector**  
PO Box 1129, Key West, FL 33041

THIS IS ONLY A TAX.  
YOU MUST MEET ALL  
COUNTY AND/OR  
MUNICIPALITY PLANNING  
AND ZONING REQUIREMENTS.

# CITY OF KEY WEST, FLORIDA

## Business Tax Receipt

This Document is a business tax receipt  
Holder must meet all City zoning and use provisions.  
P.O. Box 1409, Key West, Florida 33040 (305) 809-3955

Business Name      BB&T CORPORATION                              CtlNbr:0001202  
Location Addr      1010 KENNEDY DR  
Lic NBR/Class      12-00009770 FINANCIAL INSTITUTION  
Issue Date:        August 05, 2011      Expiration Date: September 30, 2012  
License Fee        \$1,102.50  
Add. Charges      \$0.00  
Penalty            \$0.00  
Total               \$1,102.50

Doer: CVALKER      Type: OC      Drawer: 1  
Date: 8/08/11 54      Receipt no: 92447  
2012      9770

Comments:

OR	LIC OCCUPATIO 1	\$1102.50
CK CHECK	50056213	\$1102.50
Total Spent		\$1102.50
Total Payment		\$1102.50

This document must be prominently displayed.

BRANCH BANKING & TRUST CO.

Trans date: 8/08/11      Time: 9:07:41

BB&T CORPORATION  
1580 SAWGRASS COPR. PARKWAY  
SUITE 310  
SUNRISE FL 33323



**Proforma Account Analysis Statement**

CITY OF KEY WEST

Date Range: FEBRUARY 2012  
 Account Officer: LAURIE ZAPLETAL  
 TM Consultant: MARC BAYARD



ACCOUNT NUMBER FIRST STATE PUBLIC FUND ANALYZED CHECKING

**BALANCE SUMMARY**

AVERAGE LEDGER BALANCE	\$5,000,000.00	AVERAGE COLLECTED BALANCE	\$5,000,000.00
LESS: AVERAGE FLOAT	\$0.00	ADD: AVERAGE UNCOLLECTED BALANCE	\$0.00
<b>AVERAGE COLLECTED BALANCE</b>	<b>\$5,000,000.00</b>	AVERAGE POSITIVE COLLECTED BALANCE	\$5,000,000.00
		LESS: REQUIRED RESERVES	0.00% \$0.00
		<b>AVERAGE POSITIVE AVAILABLE BALANCE</b>	<b>\$5,000,000.00</b>

SC	BANK SERVICES	UNITS	STD RATE	STD AMT	DISC RATE	DISC AMT	\$ DISC	% DISC	BALANCE REQD
<b>BALANCE RELATED SERVICES</b>									
	FDIC EXPENSE (\$.1333/THOUSAND)	5,000,000	0.01333%	\$666.50		\$666.50			\$1,210,615.38
				\$666.50		\$666.50			\$1,210,615.38
<b>GENERAL BANKING SERVICES</b>									
21	MAINTENANCE FEE	4	\$20.00	\$80.00	\$8.000	\$32.00	\$48.00	60.00%	\$58,124.07
45	STOP PAYMENTS (AA)	0	\$34.00	\$0.00		\$0.00			\$0.00
100	DEPOSITS AND OTHER CREDITS	274	\$0.80	\$219.20	\$0.400	\$109.60	\$109.60	50.00%	\$199,074.94
110	ITEMS DEPOSITED - BB&T	1	\$0.12	\$0.12	\$0.060	\$0.06	\$0.06	50.00%	\$108.98
112	ITEMS DEPOSITED - IN STATE	1,334	\$0.12	\$160.08	\$0.060	\$80.04	\$80.04	50.00%	\$145,382.83
114	ITEMS DEPOSITED - OTHER	4,518	\$0.12	\$542.16	\$0.060	\$271.08	\$271.08	50.00%	\$492,383.52
128	CHECKS PAID AND OTHER DEBITS	552	\$0.18	\$99.36	\$0.090	\$49.68	\$49.68	50.00%	\$90,237.62
395	COIN AND CURRENCY DEPOSITED	0	\$0.00170	\$0.00		\$0.00			\$0.00
1205	RETURNED DEPOSIT/CASH ITEM FEE	6	\$12.00	\$72.00	\$7.500	\$45.00	\$27.00	37.50%	\$81,736.97
1210	REDEPOSIT - STANDARD	6	\$17.00	\$102.00	\$10.000	\$60.00	\$42.00	41.18%	\$108,982.63
425	EASY IMAGE STATEMENT	4	\$2.00	\$8.00		\$8.00			\$14,531.02
				\$1,282.92		\$655.46	\$627.46	48.91%	\$1,190,562.58
<b>WIRE TRANSFER SERVICES</b>									
2000	INCOMING WIRE	1	\$14.00	\$14.00		\$14.00			\$25,429.28
3505	CMOL NON-REPETITIVE WIRE	6	\$11.00	\$66.00	\$10.000	\$60.00	\$6.00	9.09%	\$108,982.63
				\$80.00		\$74.00	\$6.00	7.50%	\$134,411.91
<b>ACH SERVICES</b>									
<b>RECEIVED</b>									
134	ACH RECEIVED DEBIT (≤99)	445	\$0.18	\$80.10		\$80.10			\$145,491.81
<b>ORIGINATION</b>									
	ACH MONTHLY MAINTENANCE (Option B)	1	\$45.00	\$45.00	\$35.000	\$35.00	\$10.00	22.22%	\$63,573.20
	ACH ORIGINATED ITEMS (5,000 or less)-B	4,095	\$0.14	\$573.30	\$0.100	\$409.50	\$163.80	28.57%	\$743,806.45
3314	CMOL ACH FILE (Option B)	13	\$10.00	\$130.00	\$5.000	\$65.00	\$65.00	50.00%	\$118,064.52
				\$828.40		\$589.60	\$238.80	28.83%	\$1,070,935.98
<b>INFORMATION SERVICES</b>									
<b>CASHMANAGER ONLINE</b>									
3300	CMOL PD ACCT MAINT (FIS)	4	\$40.00	\$160.00	\$35.000	\$140.00	\$20.00	12.50%	\$254,292.80
3302	CMOL BUSINESS BANKING (FIS)	4	\$35.00	\$140.00	\$25.000	\$100.00	\$40.00	28.57%	\$181,637.72
3530	CMOL PER CLIENT ID (Commercial-FIS&S1)	1	\$10.00	\$10.00		\$10.00			\$18,163.77
3533	CMOL - PD LOADED ITEMS	200	\$0.20	\$40.00	\$0.150	\$30.00	\$10.00	25.00%	\$54,491.32
3536	CMOL - CD LOADED ITEMS	200	\$0.25	\$50.00	\$0.150	\$30.00	\$20.00	40.00%	\$54,491.32
3541	CMOL BUSBANK - PD LOADED ITEMS (200)	200	\$0.00	\$0.00		\$0.00			\$0.00
3542	CMOL BUSBANK ACCT TRANSFERS (Unlimited)	1	\$0.00	\$0.00		\$0.00			\$0.00
3544	CMOL BUSBANK - STOP PAY (First 5)	5	\$0.00	\$0.00		\$0.00			\$0.00
3544	CMOL BUSBANK - STOP PAY 6 MOS >5	4	\$10.00	\$40.00		\$40.00			\$72,655.09
				\$440.00		\$350.00	\$90.00	20.45%	\$635,732.01
<b>CASH MANAGEMENT SERVICES</b>									
<b>ZBA</b>									
850	ZBA MASTER ACCOUNT MAINTENANCE	1	\$40.00	\$40.00	\$35.000	\$35.00	\$5.00	12.50%	\$63,573.20
851	ZBA ACCOUNT MAINTENANCE	2	\$25.00	\$50.00	\$10.000	\$20.00	\$30.00	60.00%	\$36,327.54
				\$90.00		\$55.00	\$35.00	38.89%	\$99,900.74
<b>VAULT SERVICES</b>									
1401	VAULT DEPOSITS AND OTHER CREDITS	22	\$1.000	\$22.00		\$22.00			\$99,960.30
1405	VAULT COIN & CURRENCY DEPOSITED	78,000	\$0.00110	\$85.80		\$85.80			\$155,845.16
				\$107.80		\$107.80			\$195,805.46
	<b>TOTAL SERVICES</b>			<b>\$3,495.62</b>		<b>\$2,498.36</b>	<b>\$997.26</b>	<b>28.53%</b>	<b>\$4,537,964.07</b>

**EARNINGS CREDIT SUMMARY**

AVERAGE POSITIVE AVAILABLE BALANCE	\$5,000,000.00	TOTAL CHARGES FOR ANALYZED SERVICES	\$2,498.36
LESS: BALANCE EARNING INTEREST	\$0.00	LESS: EARNINGS CREDIT	\$2,752.73
BALANCE AVAILABLE FOR EARNINGS CREDIT	\$5,000,000.00	EXCESS EARNINGS CREDITS	\$254.37
<b>EARNINGS CREDIT ALLOWANCE</b>	<b>0.65%</b>	ADD: EXPLICIT & BILLED SEPARATELY	\$0.00
	<b>\$2,752.73</b>	ADD: INDEPENDENT ACCT SERVICE CHARGE	\$0.00
		<b>TOTAL SERVICE CHARGE FOR PERIOD</b>	<b>\$0.00</b>

**COMMENTS:**

ATTACHMENT 8

ANTI-KICKBACK AFFIDAVIT

STATE OF FLORIDA

SS

COUNTY OF MONROE

I, the undersigned, hereby duly sworn, depose and say that no portion of the sum herein bid will be paid to any employee of the City of Key West as a commission, kickback, reward or gift, directly or indirectly by me or any member of my firm or by an officer of the corporation.

BY Laurie Zapletal  
Laurie Zapletal

sworn and prescribed before me 26 day of March, 2012.  
this

Terry Ann Staropoli  
NOTARY PUBLIC, State of Florida

My commission expires: 3-17-14



TERRY ANN STAROPOLI  
MY COMMISSION # DD 971293  
EXPIRES: March 17, 2014  
Bonded Thru Budget Notary Services

LOCAL VENDOR CERTIFICATION PURSUANT TO CKW ORDINANCE09-22 SECTION 2-798

The undersigned, as a duly authorized representative of the vendor listed herein, certifies to the best of his/her knowledge and belief, that the vendor meets the definition of a "Local Business." For purposes of this section, "local business" shall mean a business which:

- a. Principle address as registered with the FL Department of State located within 30 miles of the boundaries of the city, listed with the chief licensing official as having a business tax receipt with its principle address within 30 miles of the boundaries of the city for at least one year immediately prior to the issuance of the solicitation.
- b. Maintains a workforce of at least 50 percent of its employees from the city or within 30 miles of its boundaries.
- c. Having paid all current license taxes and any other fees due the city at least 24 hours prior to the publication of the call for bids or request for proposals.
  - o Not a local vendor pursuant to Ordinance 09-22 Section 2-798
  - o Qualifies as a local vendor pursuant to Ordinance 09-22 Section 2-798

If you qualify, please complete the following in support of the self certification & submit copies of your County and City business licenses. Failure to provide the information requested will result in denial of certification as a local business.

Business Name: Branch Banking & Trust Company (BB&T) Phone: (305) 523-1617

Current Local Address: 1010 Kennedy Drive Fax: (305) 292-3880  
Key West, FL 33040

(P.O. Box numbers may not be used to establish status)

Length of time at this address: 8 years as BB&T.

Laurie Zapletal  
Signature of Authorized Representative

March 26, 2011  
Date

STATE OF FLORIDA  
COUNTY OF MONROE MIAMI-DADE

The foregoing instrument was acknowledged before me this 26 day of March, 2012

Laurie Zapletal of Branch Banking & Trust Company (BB&T)  
(Name of officer or agent, title of officer or agent) (Name of corporation acknowledging)  
or has produced N/A Personally Known as identification  
(type of identification)

Terry Ann Staropoli  
Signature of Notary

Return completed form with supporting Documents to:  
City of Key West Purchasing

Print, Type or Stamp name of Notary

Title or Rank



TERRY ANN STAROPOLI  
MY COMMISSION # DD 971293  
EXPIRES: March 17, 2014  
Bonded Thru Budget Notary Services

ADDENDUM NO. 1  
BANKING SERVICES  
RFP NO. 005- 12

To All Bidders:

The following clarifications are hereby made a part of Banking Services 005 –12 as fully as completely as if the same were fully set forth therein:

The following revision is hereby made a part of the Contract Documents as fully as completely as if the same were fully set forth therein:

1. Please provide us the last 3 months of analysis statement from your current provider.
  - a. *Attached are December 2011, January 2012, and February 2012*
2. How much cash do you deposit each month?
  - a. *Attached is the Bank Statement for January 2012.*
3. Which Armored Car Service do you currently contract with?
  - a. *Keys Armored Express*
4. What do you require or want in an automated vault system?
  - a. *Costs benefit analysis. Based upon the statements provided to you, is it cost effective for the city to entertain an automated vault system. If yes, please consider the ease of operation.*
5. Page 15 — Question 3.17: could you please provide clarification for what is expected from Overdraft Protection Services. Does the City expect the bank to cover the items to a certain limit or is the City looking to establish an account Linkage to cover the overdraft?
  - a. *The city would expect to be notified of any overdraft. The bank should provide the most cost effective solution.*
6. Page 15 – Question 3.18: Could you please provide us with an estimate of the Check Cashing volume?
  - a. *No we cannot, but we believe the volume would be minimal.*
7. Page 15 – Question 4.1.4: is Ok to provide the City with our Audited Financials as an enclosures and not counted towards the 37 pages requested?
  - a. *There is no limit on the number of pages in your proposal. It is ok to include your Audited Financials as part of your response or as an enclosure.*

8. Page 16 – Question 4.4.5: "Can the Deposit slips include a designation for each City Location?" Is the City looking to establish a reconciliation account by allowing the City to identify a master account for funding and/or concentration of multiple subsidiary (shadow) accounts? Or is the City is looking for a description on the slip?

a. *This is not a requirement of the city. The City is looking for a way to track deposits by department.*

9. Page 22- Banking Services Chart:

i. ACH Per Item: please clarify for each account if these payments are sent to individuals or vendors. Also, if they are sent to both please break down the number of payments sent to each. Are these debit and credit payments?

a. *Please refer to the account analysis attachment.*

ii. Coin Bags: The volume you have provided is that the amount of coins deposited or just the number of bags deposited? If it is just the number of bags please provide us with the amount of coins deposited.

a. *The amount provided is the number of bags. The amount of coins deposited for the month of February 2012 was \$78,000 - majority in quarter \$1,000 bags.*

iii. Credits and Debits processed: Please clarify if the meaning of processed. Does this mean payments that were initiated by the City or are these general transactions that have gone through the account?

a. *All transactions that have gone through the account. Please see the attached bank analysis and bank statement.*

iv. Foreign Item Fee 1: Please clarify what type of items these are (i.e. incoming or outgoing wires, checks...) please also provide which countries these are from or to?

a. *These are checks that are not drawn on our current bank*

10. Page 28: Account Structure: I noticed that the City is requesting information about Zero Balance and Sweep accounts however I do not see those items listed under Banking services Chart. Can we add those items to the Banking Service Chart or would you like the pricing provided in the descriptions? Also, there is a Online Credit Card Account, is the merchant services portion up for bid as well?

a. *Yes, you may add that item to the banking service chart. The zero balance accounts are the payroll and accounts payable accounts on the banking services chart. The merchant services contract is not up for renewal.*

11. General question- Please confirm if the attachments such as sample reports, terms and conditions, examples of analysis statements, etc. are considered part of the 37 page response?

a. *There is no limit to the number of pages in your proposal.*

12. Could you please email me the RFP in word format?

a. *Sorry but our legal department advises us not to.*

All Bidders shall acknowledge receipt and acceptance of this Addendum No.1 by acknowledging Addendum in their proposal or by submitting the addendum with the bid package. Bids submitted without acknowledgement or without this Addendum may be considered non-responsive.

*Laurie Zepedal*  
Signature

*Branch Banking and Trust*  
Name of Business