



Health care you can count on.
Service you can trust.

March 2017

Notice of Request for Proposals

**General Conditions and Instructions to Offerors for
Banking Services**

Alameda Alliance for Health
1240 South Loop Road
Alameda, California 94502
VendorMgmt@AlamedaAlliance.org

Key Dates:

Issue RFP:	March 31, 2017
Vendor Q&As due:	April 7, 2017
Q&A responses published:	April 21, 2017
Vendor response due:	May 15, 2017 at 5:00 PM, Pacific
Finalist presentations:	June 1, 2017 through June 30, 2017
Vendor selection:	July 7, 2017

I. About Alameda Alliance for Health

Alameda Alliance for Health (“Alameda Alliance” or “Plan”) is a local, public, not-for-profit managed care health plan committed to making high-quality health care services accessible and affordable to Alameda County residents. Established in 1996, Alameda Alliance was created by and for Alameda County residents. The Alameda Alliance Board of Governors, leadership, staff, and provider network reflect the county’s cultural and linguistic diversity. Alameda Alliance provides health care coverage to more than 265,000 low-income children and adults through National Committee on Quality Assurance (“NCQA”) accredited Medi-Cal and Alliance Group Care programs (an employer-sponsored plan that provides low cost comprehensive health care coverage to In-Home Supportive Services (“IHSS”) workers in Alameda County).

a) Programs

Medi-Cal

Medi-Cal is a state-sponsored health insurance program administered through Alameda Alliance. Medi-Cal provides comprehensive health care coverage for those who meet income guidelines, including:

- Families and children;
- People with disabilities; and
- Seniors

Alliance Group Care

Alliance Group Care provides low-cost health care coverage to IHSS workers in Alameda County. Benefits include routine care from a primary care physician, specialty care, hospital care, and other services.

IHSS home care workers may qualify for Alliance Group Care through the Alameda County Public Authority for IHSS.

II. Alameda Alliance Banking Needs

a) Purpose

Alameda Alliance for Health seeks proposals for banking services. The scope of required and desired services are listed below. The vendor(s)¹ selected through this RFP will be responsible for all banking services. Alameda Alliance’s current institutional setup includes

¹ Vendor or Bidder shall mean a financial institution insured by the FDIC, and which is submitting a proposal to Alameda Alliance for consideration to receive the contract for the services required within this proposal.

two banks-- one for transactional banking and a second for the management of our investment accounts.

Respondents are sought to perform the services as Alameda Alliance's: a) transactional banking institution; b) investment banking institution; or c) both. Respondents should declare which submission choice in the Executive Summary called for in Question 1, below.

b) Current Bank Utilization

Alameda Alliance deposited over \$1 billion through its operating account during the fiscal year 2016 (July 1, 2015 - June 30, 2016). The majority of regular monthly expenses are paid to our medical providers via check and electronic payment formats. Over 95% of Alameda Alliance's employee payroll is paid via direct deposit to employees' bank accounts. For further detail, Table A below provides a sample volume of all monthly bank transactions, including types.

Alameda Alliance currently uses the following accounts:

1. One sweep account
2. Two deposit accounts
3. Four checking accounts
4. One investment account

c) Current Investment Portfolios

Alameda Alliance holds an investment portfolio of approximately \$250 million - \$500 million. The portfolio includes only money market accounts at present. Alameda Alliance investment objectives are: 1) preservation of capital; 2) maintaining a high degree of liquidity; and 3) maximum return as allowed. Each investment and the entire portfolio must comply with California Government Code Sections 53600 and 53635.

d) Banking Requirements

The below are required services for our banking portfolio:

1. **Account transfer:** Vendor shall provide Alameda Alliance immediate funds access for all bank transfers.
2. **ACH payments, templates setup process:** Alameda Alliance processes an average of 600 transactions via ACH. Access to this service electronically, with available templates is an important functionality. No major volume changes are anticipated.
3. **CCD+ File:** Weekly files are generated for providers and facilities.
4. **Check and deposit inquiry:** Alameda Alliance requires the functionality to view check images -- both front and back -- for all cancelled checks and deposits.

5. **Cleared checks:** Vendor shall provide Alameda Alliance digital images of all cleared checks on compact disc monthly.
6. **Credit cards:** Between 5 and 20 key personnel utilize company issued credit cards.
7. **Credit line:** Vendor shall provide a \$200 million credit line to allow Alameda Alliance access to funds from time to time.
8. **Deposit at local branch:** Vendor retail branches or couriers available. Alameda Alliance staff members do not make bank runs.
9. **Electronic Deposit Services:** Vendor will provide Alameda Alliance access to equipment available to electronically deposit paper checks at no charge.
10. **Mellon Account:** Process health provider checks through this account. Would like to know advantages and disadvantages to keeping such an account.
11. **NSF (“Non-sufficient funds”) and returned checks process and fees:** Preference given to banks who will not charge a return fee.
12. **Online stop payment service:** Web interface allowing stop payments for a minimum fee.
13. **Payroll:** We utilize an outside vendor (Ceridian) for payroll service, including direct deposit, reversal of direct deposit, and positive pay.
14. **Positive pay for all accounts:** Alameda Alliance submits files of checks written to our bank.
15. **Sweep Account:** The Core account serves as the master account providing funds needed to pay the payroll and accounts payable. Excess funds are currently used to generate earnings credits to offset fees but they may also be invested (in approved indices) to earn interest if that yields a better return.
16. **Wire payments, templates setup process:** Alameda Alliance wires funds online on a repetitive and non-repetitive basis to other banks. It is estimated that Alameda Alliance sends 20 wires and receives 1 wire per month. We expect same day credit regardless of time of receipt during the day. Access to this service electronically, with available templates is an important functionality. No major volume changes are anticipated.
17. **ZBA Account:** A Zero Balance Account (“ZBA”) is needed to pool cash.

e) Optional Desired Services

The below are services desired for our banking portfolio:

1. **Option to purchase gift cards:** Alameda Alliance desires banking partner to purchase gift cards in quantities ranging from 25-500 cards per occasion, usually in \$25 denominations.
2. **Online services:** An easy login -- one login and one password only -- for all banking services within the bank’s organization is required.

III. Solicitation Terms and Conditions

a) Questions about this RFP.

Vendors may submit written questions regarding this RFP by email to VendorMgmt@AlamedaAlliance.org. Alameda Alliance will reply as appropriate.

b) Amendment of RFP.

Alameda Alliance retains the right to amend the RFP by a written amendment posted on the Alameda Alliance website.

c) Alameda Alliance option to reject proposals.

Alameda Alliance may, at its sole discretion, reject any or all proposals submitted in response to this RFP at any time, with or without cause. Alameda Alliance shall not be liable for any costs incurred by the Vendor in connection with the preparation and submission of any proposal. Alameda Alliance reserves the right to waive immaterial deviations in a submitted proposal.

d) Proposal timetable.

The timetable for this RFP is as follows:

Timetable	
RFP issued	March 31, 2017
Vendor Q&As due	April 7, 2017
Q&A responses published	April 21, 2017
RFP responses due (no exceptions)	May 15, 2017 at 5:00 PM, Pacific
Finalist selection	June 15, 2017
Finalist interviews and presentations	June 30, 2017
Vendor selection	July 7, 2017

IV. General Vendor Information

Provide the following information about your organization:

a) Vendor primary contact.

Vendor Primary Contact	
Name and title	
Address	
City, State Zip	
Contact information	
Alternate phone	
Fax	
E-mail	
Vendor internet home page	

b) Vendor locations (City and State).

Department/Entity	City	State
Corporate headquarters		
Support personnel		
Client education personnel		
In what state(s) is the vendor incorporated?		

c) Vendor employee details

Indicate the number of employees in your organization (by category)

Department/Entity	Number of Employees
Total employees	
Client education personnel	
Installation	
Ongoing support	
Technical support and hours available	

d) Vendor background and customer base.

Criteria	Answer
How long has your company been in business?	
Has your company received notice of violation of, or been convicted of a violation of any Federal, State or local law? If yes, please explain. Provide additional attachments if necessary.	
Has your company been listed as an excluded Vendor by any Federal or State agency or convicted of a criminal offense related to healthcare? If yes, please explain.	

Criteria	Answer
Provide additional attachments if necessary.	
Has your company been cited for or does your company have business activities that contribute to the violation of human rights? If yes, please explain. Provide additional attachments if necessary.	
Does your organization offshore any obligation of its services which requires access, use or disclosure of Alameda Alliance’s confidential or proprietary information, to any Subcontractor that is not located in the United States, or is not subject to the jurisdiction of a court in the United States. If chosen, Vendor shall not fulfill any obligation of this Agreement through such means.	

e) Bank statistics

Financial Institution Questions	Answer
General description of the financial institution	
Number of branches and size	
List of branches in Alameda County	
Local organizational structure	
Legal and other resources	
Percentage of business by product line	
Due to the source of funds Alameda Alliance receives, please provide details on account structure and cash management options available that would provide insurance above and beyond that offered by FDIC and Securities Investor Protection Corporation (“SIPC”).	
Bank’s current size in terms of deposits and assets.	
Loan portfolio composition (by industry or type of client)	
Moody’s, Fitch, and Standard & Poor’s credit ratings	
Tier 1 capital ratio	
Risk weighted asset total	
Capital adequacy ratio	
Vendor must be insured by the Federal Deposit Insurance Corporation (“FDIC”). Provide FDIC number.	

V. RFP submission responses

	Topic	Explain your responses for each question outlined below:
1.	Executive Summary	Vendors shall provide a high-level description of how their proposal will meet the project requirements. Please indicate here if submission is intended to respond as a would be a) transactional bank partner; b) investment bank partner; or c) both. <i>(Maximum response: 1 page)</i>
2.	Experience	Describe your firm's experiences in providing banking services. Of specific interest is your experience in the following: <i>(Maximum response: 3 pages for all Q2)</i>
2a.		Working with any Medi-Cal Health Plans. If yes, which plans and what services did you perform?
2b.		Working with other Commercial Health Plans . If yes, what services did you perform?
2c.		Servicing the banking needs of non-profit organizations. If yes, what services did you perform?
2d.		Please provide three client references that Alameda Alliance can contact. Client(s) preferably in the state of California and similar in size and makeup to Alameda Alliance.
3.	Data and reporting	Describe the frequency and format of reports that you would provide to Alameda Alliance. <i>(Maximum response: 10 pages for all Q3)</i>
3a.		Please provide a sample analysis statement for the Alameda Alliance accounts. How soon after month-end is the analysis statement mailed? Does the bank offer electronic analysis and bank statements?
4.	Implementation process	Describe a conversion plan to transition Alameda Alliance's existing services to your financial institution, including expected level of Alameda Alliance resources. <i>(Maximum response: 10 pages for all Q4)</i>
4a.		What lead time do you expect will be necessary before the conversion begins?
4b.		Indicate your plans for education and training Alameda Alliance employees in the use of your systems.

	Topic	Explain your responses for each question outlined below:
5.	Service approach	Describe your understanding of Alameda Alliance's desired service needs. <i>(Maximum response: 6 pages for all Q5)</i>
5a.		Discuss your bank's philosophy on the process of providing banking and investment services, including proposed techniques and methodology to be used for each task.
5b.		Describe your firm's technological capabilities and what resources are available as a result.
5c.		Describe the proposed account team including name, job title, current responsibilities, and years of experience, number of years with your firm, professional affiliations, and professional qualifications of the primary staff who will be assigned to Alameda Alliance. Provide resumes of these key individuals as an Appendix to this proposal.
5d.		Describe any services or portion of services which will be performed by another firm, and provide relevant information on said firm's qualifications and personnel.
5e.		If there is a discrepancy between Alameda Alliance and the bank, describe the procedures used to correct the difference and to ensure an adjustment is made. What time period does Alameda Alliance have to report the discrepancy?
6.	Pricing and Account analysis	Please include a copy of your firm's fee schedule applicable to the services specific to this RFP. Identify whether costs are per transaction, monthly, etc. Please see Table A below for estimated monthly activity volumes. Use this data for pricing your proposal. If there are minimum fees, provide how it would be determined. Identify any expenses (including initial set up fees) required to fulfill these services which may not be covered in the standard fee schedule. Pricing will be reviewed based on reasonableness for services being provided, competitive market rates, and fee structure. Alameda Alliance is not obligated to select the firm with the lowest fee proposal to perform these professional services. <i>(Maximum response: 2 pages)</i>
7.	Value add	Do you provide any value add services with no charge to

	Topic	Explain your responses for each question outlined below:
		Alameda Alliance? <i>(Maximum response: 3 pages for all Q7)</i>
7a.		Please list any normal courtesies or benefits that will be provided to Alameda Alliance and its employees (e.g. pricing discounts, free services).
7b.		Commitment to Community: Describe your institution's participation/reinvestment program including your Community Reinvestment Act ("CRA") rating, with special emphasis on its impact in Alameda County. Please submit a copy of the most recent rating.
8.	Miscellaneous	Add any details pertinent to your organizational capabilities and the topics of this RFP. <i>(Maximum response: 1 page)</i>

Table A – Required services with estimated monthly volume for quote

Service Description	Volume	Service Description	Volume
Miscellaneous Services		Account Reconciliation Processing - continue	
Check Paid	248	ACH services	
Deposit Administration Fee	461	Electronic (ACH) debits	23
Monthly Maintenance	6	Monthly maintenance	1
Sweep Charges		Transmission	6
Money Market Investment Sweep	1	Prefunding surcharge per batch	6
ZBA Charges		Prefunding monthly fee	5
ZBA Tier Account Fee	4	Prenote credits	14
Wire Transfer Services		ACH POS pay company monthly maintenance	1
Incoming Wire-Auto	5	ACH credit transactions processed	1099
Controlled Disbursement		Electronic deposit service	
Account Fee	1	Deposit fee	16
Paid Checks	1999	Premier maintenance	1
Paid Checks	1212	Premier additional acct maintenance	2
Check Inquiries/stop payments		EDS items	406
Online stop payment	82	WebDirect	
Full Account Reconciliation		Info reporting	
Full AR base Fe	1	Wd Mid Mkt Base Fee 1-5 accounts	1
Positive Pay		Wd Mid Mkt Per add'l account	3
Positive Pay Base Fee	1	Wd Mid Mkt Pre Day Bal Items	500
Positive Pay Item	3211	Wd Mid Mkt Pre Day Bal Items	56
Check Return	1	Wd Mid Mkt Pre Day Detail Items	481

Service Description	Volume	Service Description	Volume
Image Service		Current day info reporting	
Image Base Fee	1	Wd Mid Mkt Curr Day Balance Items	500
Image CD-ROM	1	Wd Mid Mkt Curr Day Balance Items	155
CD-ROM Check Image	3564	Wd Mid Mkt Curr Day Detail Items	366
Image Capture	3211	Special Reports	
Online Image Access (Check History)	11	Wd/analysis statement	7
Online Image Storage	9633	Wd/deposit statement	6
		Wd/arp special report	2
Account Reconciliation Processing		Wd/paragon special report	1
Full Account Reconciliation		Stop Payment	
Void/cancel	2	Wd/6 month stop payment	2
Input issue, electronic	178	Money Transfer	
Base Fee	3	Wd/wire transfer base fee	1
Positive Pay		Wd domestic wire	19
Positive pay base fee	3	Wd Account Transfer items	1
		ACH services	
		Wd ACH monthly maintenance	1

VI. Requested attachments

Review the table below for required and optional supplemental attachments, and include the names of all additional documents returned with your response to this RFP. Any additional attachments you would like to include can be added into additional rows in the table. As a reminder, attachments are not to be used in lieu of answering the questions included in this RFP document.

Attachment Requested	Required (Y/N)	Name of File Submitted
Three client references	Y	
Implementation plan and timelines	Y	
Resumes for key individuals	Y	

VII. Instructions for response

Included as the attachment to this RFP is Alameda Alliance's standard Consultant Services Agreement ("CSA"); Vendor agrees to be bound by the terms of this CSA.

If you have any questions regarding this Request for Proposal, email your questions to VendorMgmt@AlamedaAlliance.org.

Submit RFP responses electronically to:

VendorMgmt@AlamedaAlliance.org

1240 South Loop Road
Alameda, California 94502

Please include the following in the Subject Line: **Banking Services RFP Response**

Electronic submissions must be received by **May 15, 2017 by 5:00 PM Pacific time** in order to be considered.