



**Canadian Mental
Health Association**

Haliburton, Kawartha, Pine Ridge

Mental health for all

Canadian Mental Health Association

Haliburton, Kawartha, Pine Ridge Branch

Request for Proposals

Banking Services

RFP No. 2018-001

Date of Issue: June 25, 2018

Closing Date & Time: July 17, 2018 3:00 PM EDT

Closing Location: Canadian Mental Health Association
415 Water Street
Peterborough, ON K9H 3L9

Attention: Finance Committee

1. Background Information

1.1 About Canadian Mental Health Association (CMHA), Haliburton, Kawartha, Pine Ridge (HKPR) Branch

The Canadian Mental Health Association is a charitable, non-profit organization incorporated in 1988. We are part of the CMHA National organization with a total of 135 branches across Canada. There are 33 branches in the Province of Ontario. The HKPR Branch is governed by 14 local volunteer board members and has approximately 150 volunteers agency wide.

We have an annual operating budget of \$12.1 million with a total of 205 staff. Our main funders are the Ministry of Health and Long Term Care, Local Health Integration Network, Ministry of Community and Social Services, Ministry of Children & Youth Services, Ministry of Advanced Education and Skills Development, United Way, fundraising, grants and private donations.

For more information, visit www.cmhahkpr.ca

1.1.1 Mission:

The mission of CMHA is to work in partnership with clients, families and the community, to provide best practice services through education, advocacy, therapeutic supports and assistance with social determinants, to improve mental health recovery and quality of life.

1.1.2 Programs:

Community Support Services

Ministry of Health Case Management Team

Individuals receive services that will allow them to increase their ability to live quality lives and develop their own support system. Supports include crisis intervention, identifying goals, mental health support and discharge planning. Case Management Services are provided to individuals who are diagnosed with a serious and persistent mental illness.

Intake/Brief Services

Intake is the first point of contact for individuals requesting mental health case management or brief mental health support. Intake/Brief Services provides OCAN (Ontario Common Assessment of Need) assessments, referrals, information and brief services to individuals with a mental illness.

REACH for Recovery

The REACH for Recovery Centre is a community-based day program supporting individuals living with mental health concerns or other significant challenges. This program assists the person in gaining skills necessary to be participating members of their home and community.

Food Services

People Learning Useful Skills (PLUS) through employment and service excellence. Catering PLUS is located at 386 Water Street North, view the menu at <http://www.cateringplus.org>

Dual Diagnosed Case Management Team

Case Management Services for individuals living with both mental health issues and an intellectual disability.

Peer Outreach

A four-county initiative that provides opportunities for those with a mental illness to improve and enhance their quality of life with engagement in meaningful community involvement.

Trustee Program

A flexible financial management program offered to individuals who would benefit from money management skills to achieve short-term financial stability and long-term security.

Supportive Housing Program

CMHA HKPR owns and manages 13 properties consisting of a total of 43 units. Supportive Housing provides individualized mental health support and housing for those with a serious mental illness and/or a dual diagnosis. Supportive Housing provides a number of options including Supported Independent Living, transitional and non-transitional shared living, and independent apartments. C.M.H.A. H.K.P.R. has housing available in Peterborough, Kawartha Lakes and Northumberland.

Lynx Program

CMHA is one of eight partner agencies in a four county rapid response treatment and education service for individuals in early stages of a psychotic illness.

Justice Services

The Court Support program assists individuals dealing with mental health concerns who become involved with the justice system. Court Support staff help to develop Diversion and Community Support plans for individuals to help manage their mental health concerns and prevent further involvement with the justice system.

The Release from Custody program works with community agencies to plan and provide short term case management services immediately following release from jail, to prevent further involvement with the criminal justice system. This program includes the provision of an individualized assessment and support plan, coordination of services, and connection with local long-term mental health supports.

4 County Crisis

Four County Crisis (4CC) provides a continuum of 24-hour crisis response services to individuals sixteen or older. 4CC includes a Safe Beds program which provides a short-term stay in a safe and supportive environment. The Safe Bed stay assists individuals to decrease or alleviate their

crisis through individualized services. Contact the 24-hour 4CC Crisis line at 705-745-6484 or toll free at 1-866-995-9933.

Mental Health Worker for the Integrated Outreach Program

Provides immediate assessment to emotionally disturbed individuals' or people experiencing crisis to recommend, along with Police input and other collateral information, that the client attend E/R for further Psychiatric evaluation and assessment or whether the client can remain in the community with brief or other services. Contact is only available through the Peterborough/Lakefield Community Police.

Hospital to Home Program

Provides information on how to access community supports at discharge including 4CC case management and Safe Bed assessments. Referrals can only be accepted from PRHC employees of D1 and Crisis.

Peterborough Community Telemedicine Clinic in partnership with Ontario Telemedicine Network (OTN) Services

OTN provides free health services and information using telecommunications technology. OTN allows individuals to remotely access live professional development opportunities or medical consultations with the ability to ask questions directly to the facilitator/speaker or physician specialist. All patients must be referred to OTN clinical services by a primary health care provider. A Registered Nurse on staff supports the client during the OTN assessment and telediagnosics.

Community Engagement

CMHA HKPR offers presentations, workshops, Mental Health First Aid (MHFA) Training including MHFA for individuals working with youth, ASIST (Applied Suicide Intervention Skills Training), safeTALK (3 hour course to increase suicide awareness), A.S.K. (Assessing for Suicide in Kids), Open Your Mind (high school presentation on Lynx – Early Psychosis Intervention) and Kids on the Block (a children's education program that focuses on children's wellness and in particular mental health). Corporate education and training are also available to support workplace mental health.

Community Engagement also manages the Interlink Choir, an intergenerational program connecting seniors and Grade 6 children through music and letters.

Definitions

Throughout this RFP, terminology is used as follows:

Contract: The written agreement resulting from this RFP

MUST or MANDATORY: A requirement that must be met in order for a proposal to receive full consideration. Failure to meet a mandatory requirement may result in the Proposal not being considered;

Proponent: Each company receiving this RFP is referred to as a "Proponent";

Preferred Proponent: The highest-ranked Proponent(s) that Canadian Mental Health Association has identified as the top-ranked Proponent(s) in accordance with the evaluation process;

Proposal: A proponent's submission in response to this RFP is referred to as a "Proposal";

RFP: Request for Proposals;

Canadian Mental Health Association: Canadian Mental Health, Haliburton, Kawartha, Pine Ridge Branch

SHOULD or DESIREABLE: A requirement having a significant degree of importance to the objectives of the RFP.

Business Day or Business Days: means Monday to Friday between the hours of 8:30 a.m. to 4:30 p.m., except when such a day is a public holiday, as defined in the Employment Standards Act (Ontario), or as otherwise agreed to by the parties in writing;

Closing Time: means the Proposal date and time as set out on the cover page to this RFP and as may be amended from time to time in accordance with the terms of the RFP;

Days: means calendar days;

2. General Description

Canadian Mental Health Association is soliciting proposals from proponents who have the necessary qualifications and experience to provide the type of services described in this RFP. The Proponent's Proposal should be detailed, specific, and shall be completed in the prescribed format. If requested by Canadian Mental Health Association, the Proponent should have senior management staff available to meet with the Association to answer any inquiries during the evaluation process and/or to give a presentation, should they be one of the top Proponents.

3. RFP Objective

There are four key objectives in requesting banking proposals:

1. to have an efficient and effective banking service provided at the least net cost to Canadian Mental Health Association
2. an opportunity to review and improve banking arrangements and services;
3. to find efficiencies in the various services provided, allowing proponents to recommend or propose alternatives to current procedures;
4. to explore the option of new services which the banking institution may be able to provide.

4. Canadian Mental Health Association Service Requirements

4.1 Financial Background

The administrative and financial functions of Canadian Mental Health Association are centralized at the main office located at 415 Water Street, Peterborough, Ontario K9H 3L9.

4.2 Bank Account Structure and Activity

The Association requires the following, separate, current bank accounts:

4.2.1 General Account (Canadian Dollars)

All revenues will be deposited to, and most disbursements will originate from, the Association's General Account. The Association has a number of deposits being made electronically into the General Account, i.e. Government grants, direct payments.

This General Account will be a current account, requiring a full range of services.

The Financial Institution will ensure that post-dated cheques are not posted to the Association's General Account. Any NSF cheques received will be returned to the Association with no service charges applied.

4.2.2 Payroll Processing

The Association has direct deposit payroll services for full-time, part-time and relief employees. Payroll information from the Association is electronically provided to the bank on a bi-weekly basis and funds are deposited in employees' accounts at various financial institutions. There are between 190-210 employees that are paid on a bi-weekly basis. The Successful Proponent must be able to accommodate these arrangements. Provide details on your services pertaining to this requirement.

4.2.3 Corporate Credit Cards

The Association requires fifteen (15) credit cards for use by various staff for general spending with vendors, or suppliers that we do not have credit accounts with. The Successful Proponent must be able to provide these cards.

4.2.4 Special Purpose Accounts

The Association requires a number of special purpose bank accounts in which funds are deposited and subsequently disbursed by cheques, or transferred by the Financial Institution upon receiving instructions from the Association to other Association bank accounts. See Appendix A for more detailed information on these accounts.

4.2.5 Interfund transfers

The Association requires the ability to electronically transfer funds between bank accounts. The Successful Proponent must be able to accommodate these arrangements

4.2.6 Electronic payments

The Association requires the ability to electronically process payments to vendors from multiple accounts. The Successful Proponent must be able to accommodate these arrangements.

4.3 Accounts Payable

The Association currently uses a cheque system to pay most accounts payable from multiple accounts. Payments for accounts payable are paid once per week. The Association also uses Electronic Fund Transfer (EFT) and internet payment processing as a method of payment for processing accounts payable. The proponent must be able to accommodate these methods of accounts payable processing.

4.4 Stop Payments

The Successful Proponent will provide an on-line service for all requests for stop payments on cheques issued on any of our accounts. Provide details on this service.

4.5 Bank Statements and Cancelled Cheques

The Financial Institution will provide the Association with bank statements (mailed and electronic) and cancelled cheques at the end of each month for all bank accounts. A clear description of various services offered by the Financial Institution to assist the Association in completing the monthly reconciliation process should be provided.

4.6 Reporting Services

The Association requires daily access to account balances in order to confirm cash balances for reporting and investment purposes. The Financial Institution should identify the options available for communicating this information to the Association. On-line tools for monitoring, transferring and receiving funds should be fully explained with the costs detailed clearly stated.

4.7 Cheques and Deposit Slips

The Association will provide cheques for its own use, in accordance with Financial Institution specifications. The Financial Institution will provide pre-printed deposit slip books in triplicate.

4.8 Point of Sale

The Association has two Ingenico wireless point of sale machines through Elavon-Costco. One is linked to the operating account, and one is linked to the Catering Plus bank account. The Association also has two linked accounts with American Express to allow for Amex payment processing.

4.9 Borrowing/Line of Credit

Borrowing for current and/or capital purposes may be required by the Association periodically. The proposal should describe the Financial Institution's lending policy including terms, conditions, security, interest rates, availability, and borrowing facility limits.

The Association owns two properties (415 Water Street and 466 George Street). The financing for these properties is as follows: \$578,940 term loan secured with 415 Water Street – 20 year amortization and \$247,008 term loan secured with 466 George Street – 20 year amortization.

4.10 Non-Profit Housing Corporation

The Association also manages a 2nd corporation – CMHA Non-Profit Housing Corporation of Peterborough. This corporation also has its own General Operating account. Most revenues will be made electronically or internally transferred, and most disbursements for the corporation will be made by cheque or EFT.

The Corporation has a Term Loan of \$219,307 for our Four County Crisis home located at 24 Paddock Wood, Peterborough.

4.11 Letter of Credit

A Letter of Credit is required for large capital projects from time to time. The proposal should describe the Financial Institution's fee structure for such vehicles.

4.12 Short-Term/Long-Term Investments

Short-term and long-term investments are made by the Association, periodically, based on projected cash flow and the ability to transfer between interest bearing savings accounts is also required for cash flow purposes. For convenience, the Association prefers to place these investments with the successful Financial Institution, provided its rates are competitive. However, the Association does not guarantee that all short-term and long-term investments will be placed with the successful Financial Institution.

The Financial Institution will provide a monthly statement of any investment securities which it holds for safekeeping on the Association's behalf. The Proponent should provide information on this service.

4.13 Proponent's Branch Locations and Services

The Association requires the use of Financial Institution branches located closest to the Association's main office for the deposit of all revenues. All revenues deposited must be credited to the Association's General Account no later than the day the deposit is made. If this is not possible at any site, please identify technology linkages or partnerships you would employ to meet these requirements.

We also require the ability to use a branch located in the City of Kawartha Lakes close to our location at 33 Lindsay.

4.14 Accounts Receivable Service

The Association accepts rental revenue by Electronic Fund Transfer (EFT). The proponent must be able to accommodate this method of account receivable processing to multiple bank accounts.

4.15 Service Requirements

The Association has a wide variety of banking needs. As a result, the Proponent should assign specific individuals to handle the Association's day-to-day banking activities. This will allow Association staff and Financial Institution staff to build a good working relationship. It also allows the Financial Institution staff to develop their understanding of the Association's banking needs. There should be one key individual identified as the Association primary relationship manager, who will respond to problems, if they occur, respond to unusual requests, if they occur, and be responsible for fulfilling the Association's service requirements.

4.16 Service Excluded from this Proposal

The following Services are not a part of the Proposal:

- Automated Teller Machines (ATM)
- Debit/Credit Card Terminals/Services

4.17 Other Services

Provide a description of other services available that has not been covered above. Include: cost, support, etc.).

5. Terms and Conditions

The following terms and conditions will apply to this Request for Proposals (RFP) and to any subsequent contract. Submission of a Proposal in response to this RFP indicates acceptance of all the following terms.

5.1 Proposal Submission

The original copy of the Proponent's Proposal, plus five bound copies and one loose copy suitable for photocopying must be submitted on or before the closing date. Faxed replies and electronic submissions will not be accepted. Proponents may not make modifications to their Proposals after the closing date and time. Proposals are required to be delivered to:

Canadian Mental Health Association
415 Water Street North,
Peterborough, ON K9H 3L9
Attention: Finance Committee

All envelopes must be sealed and marked "Confidential". Late Proposals will be returned unopened, courier collect, to the proponent. All responses should be clearly marked with the name and address of the proponent and the words: "*Banking Services RFP: 2018-001*". Canadian Mental Health Association may reproduce any of the Proponent's Proposal and supporting documents for internal use or for any other purpose required by law including compliance with the Freedom of Information and Protection of Privacy Act of Ontario.

5.2 Contact Person

All enquiries related to this RFP are to be directed in writing to:

Linda Saunders
Director of Corporate Services
E-mail: lsaunders@cmhahkpr.ca
Phone: (705) 748.6687 extension 1006

Information obtained from any other source is not official and should not be relied upon. Questions pertaining to this RFP must be directed in writing to the contact person stated above. Depending on its nature, the question may not necessarily be answered. If it is answered, the question and response will be issued as an addendum and posted on the Association's Website, where the RFP document is located.

5.3 Proposal Terms

5.3.1 Acceptance of Proposals

This RFP should not be construed as an agreement to purchase goods or services. Canadian Mental Health Association is not bound to enter into a Contract with the Proponent who submits the lowest priced Proposal or with any Proponent. Proposals will be assessed in light of the evaluation criteria.

Neither acceptance of a Proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any Proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

5.3.2 Modification of Terms

Canadian Mental Health Association reserves the right to modify the terms of this RFP at any time in its sole discretion. This includes the right to cancel this RFP at any time prior to entering into a Contract with the successful Proponent.

5.3.3 Working Language of Canadian Mental Health Association

The working language of Canadian Mental Health Association is English and all responses to this RFP must be in English.

5.3.4 Restriction of Use

This document, or any portion thereof, may not be used for any purpose other than the submission of Proposals.

5.4 Proposal Conditions

5.4.1 Ownership of Proposals

All documents, including Proposals, submitted to Canadian Mental Health Association become the property of Canadian Mental Health Association. Documents received in confidence are subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

5.4.2 Confidentiality of Information

The Proponent acknowledges that Canadian Mental Health Association is a public body subject to the *Freedom of Information and Protection of Privacy Act* (the *Act*). The Proponent shall review the *Act* and determine the categories of records which are exempt from disclosure under the *Act*. The Proponent shall clearly mark "Confidential" all information regarding the items and conditions, financial and/or technical aspects of the Proponent's Proposal, which in the Proponent's opinion are of a proprietary or confidential nature at the relevant item or page.

The Proponent and Canadian Mental Health Association agree that the reciprocal obligations of confidentiality will survive the termination of any Contract that might arise between the parties.

5.4.3 Cost of Responding

Proponents are solely responsible for their own expenses in preparing and submitting a Proposal and for subsequent negotiations with the Association. The Association will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the Proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

5.4.4 Irrevocability of Proposals

By submission of a clear and detailed written notice, the Proponent may amend or withdraw its Proposal prior to the closing date and time. Upon closing time, all proposals become irrevocable. By submission of a Proposal, the Proponent agrees that, should their company be successful, the Proponent will enter into a Contract with Canadian Mental Health Association.

5.4.5 Changes to Proposal Wording

No changes to the Proposal will be accepted after the closing date. Canadian Mental Health Association may however, contact the Proponent for purposes of clarification.

5.4.6 Right to Negotiate Changes

Canadian Mental Health Association reserves the right to negotiate with one or more of the proponents with a view to concluding a Contract and to add to or delete from the proposal(s) made by such Proponent(s).

5.4.7 Proposal Validity

Proposals must be valid for 90 days from the date of closing of this

5.4.8 Definition of Contract

Notice in writing to the successful Proponent, and subsequent full execution of a written Contract will constitute a legal commitment towards the delivery of goods and services. No Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of all such events. Canadian Mental Health Association reserves the right to make any changes to the Contract at anytime.

5.4.9 Liability for Errors

While Canadian Mental Health Association has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is not guaranteed or warranted to be accurate by Canadian Mental Health Association, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the requirements.

5.4.10 Negotiation Delay

If a contract agreement cannot be negotiated within thirty (30) days of notification of designated proponent, Canadian Mental Health Association may terminate negotiation with that proponent and negotiate a contract agreement with another proponent of its choice.

5.4.11 RFP Cancellation

Canadian Mental Health Association will not necessarily accept the lowest price or any Proposal. The Association reserves the right in its sole discretion to cancel this RFP at any time before or after the closing date and time without award. Any implication that the lowest or any Proposal will be accepted is hereby expressly negated.

5.4.12 Acceptance of Terms

All terms and conditions of the RFP and Contract are assumed to be accepted by the proponents and incorporated by reference in their Proposals, except such conditions and provisions that are expressly excluded or renegotiated prior to signing the contract.

5.4.13 Contract Administrator

A Contract Administrator will be assigned to oversee the Contract awarded to the Successful Proponent. In addition, the Successful Proponent will be expected to name a counterpart Project Manager.

5.4.14 Debriefing

Not later than 60 Days following the date of posting of a contract award notification in respect of the RFP, a Proponent may contact the RFP Coordinator requesting a debriefing from the Association, and the Association shall conduct such debriefing in accordance with the requirements of the Supply Chain Guideline. Any request that is not timely received will not be considered and the Proponent will be notified in writing.

5.4.15 Proposal Protest Procedure

In the event that a Proponent wishes to review the decision of the Association in respect of any material aspect of the RFP process, and subject to having attended a debriefing, the Proponent shall submit a protest in writing to the Association within 10 Days from such a debriefing. Any protest in writing that is not timely received will not be considered and the Proponent will be notified in writing.

A protest in writing shall include the following:

- (a) A specific identification of the provision and/or procurement procedure that is alleged to have been breached
- (b) A specific description of each act alleged to have breached the procurement process;
- (c) A precise statement of the relevant facts;
- (d) An identification of the issues to be resolved;
- (e) The Proponent's arguments and supporting documentation; and
- (f) The Proponent's requested remedy.

6. Critical Dates

6.1 Confirmation of Interest to Propose:

Canadian Mental Health Association requests a notification from the Proponents indicating their intentions regarding this RFP (i.e. to submit a Proposal or to not bid (refer to Receipt Confirmation Form at Appendix B). Notification by FAX is acceptable and should be directed to the Canadian Mental Health Association contact person identified on the receipt confirmation no later than **4:30 p.m. EDT, July 6, 2018.**

6.2 Closing Date

All Proposals must be received by: **3:00:00 p.m. EDT July 17, 2018.** Late Proposals will not be accepted and will be returned to the Proponent.

6.3 Proposal Presentation

All Proposals will be evaluated based on the mandatory requirements and the Proponents submitting the top two (2) Proposals may be invited to present their Proposals to the Association's Finance committee. The invited Proponent should also be prepared to demonstrate banking software utilized by the Financial Institution.

6.4 Decision Date

Canadian Mental Health Association anticipates the successful proponent will be selected by July 27, 2018 and anticipate a Contract to be negotiated shortly thereafter.

6.5 Anticipated Start Date

The anticipated start date is **September 1, 2018**. Transferring of accounts and other set-ups will begin as soon as the Contract has been signed.

7. The Proposal Process

7.1 Receipt Confirmation Form

Proponents who wish to be kept informed of changes or receive additional information when available, must fill out and return the attached Receipt Confirmation Form at Appendix B. All subsequent information regarding this RFP, including changes made to this document, will be directed only to those Proponents who return the form.

7.2 Evaluation Committee

Evaluation of Proposals will be by a committee formed by Canadian Mental Health Association to review and weight each Proposal received using a fair and objective evaluation process.

7.3 Evaluation and Selection

The evaluation committee will check Proposals against the mandatory criteria. Proposals not meeting all mandatory criteria may be rejected without further consideration. Proposals that do meet all the mandatory criteria will then be assessed, contrasted with each other to identify the top two Proposals.

7.4 Bias and/or Favouritism

Proponents who have previous experience in providing services to Canadian Mental Health Association will neither be advantaged nor disadvantaged by their previous experiences with Canadian Mental Health Association whether that experience was positive or negative. All Proposals will be evaluated solely on their content. The evaluation committee will follow an

administratively fair process and members will be required to act objectively and in the sole interest of Canadian Mental Health Association

7.5 Proposal Preparation

Evaluation of Proposals is more efficient when Proponents respond in a similar manner. The following format and sequence should be followed in order to provide consistency in Proponent response and to ensure each proposal receives full consideration:

1. Title Page, showing RFP number, proponent's name and address, closing date and time, proponent's telephone number, and a contact person.
2. One (1) page letter of introduction identifying the proponent and signed by the person or persons authorized to sign on behalf of, and bind the proponent to statements made in the Proposal.
3. Table of contents including page numbers.
4. A short one (1) or two (2) page summary of the key features of the Proposal.
5. A main body with separate sections addressing each of the mandatory requirements shown below.

7.6 Mandatory Proposal Content

The body of the Proposal must include the following mandatory separate sections, with the headings shown and in the order presented below. To facilitate the evaluation process, all pages that address this requirement must contain the corporate name of the Proponent and each of the following five mandatory sections must be on a separate page or group of pages.

7.6.1 Services Offered

The Proposal must clearly summarize the services we desire as well as additional services (and their costs) that the Association may be interested in. Services offered must also clearly summarize banking software offered and support structure and timelines.

7.6.2 Fee Structure

Proponents must fully describe their proposed fee structure for all services to be provided. (i.e. fees, costs, interest rates etc.)

7.6.3 Client Support and Service

Proponents must detail the level of client support the firm offers. This includes key contacts and the service they can provide as well as response times, if applicable.

7.6.4 Bank Locations

Proponents shall provide the location of the branch they are proposing as the main branch in the City of Peterborough and the secondary branch in the City of Kawartha Lakes that will accept regular deposits.

7.6.5 Transition Plan

Include a detailed transition plan, including dates, milestones, persons responsible (Association/Proponent). Include all transition costs.

7.6.6 References

The Proposal must provide two relevant corporate references. The references of the top two Proponents may be contacted prior to Proposal presentations.

8. Evaluation Process

The evaluation committee will check all Proposals against the mandatory criteria outlined above. Proposals not meeting all mandatory criteria may be rejected without further consideration at the discretion of the evaluation committee. Proposals that do meet all the mandatory criteria will then be assessed, contrasted and scored in the areas outlined below.

8.1 Mandatory Submission Criteria

Failure to include any of the following criteria may result in your Proposal being deemed to be non-compliant and resulting in it being eliminated from the review process:

8.1.1 Mandatory Content (see above)

Proposals must include the mandatory content outlined in Section 7.6 in separate sections to facilitate review by the evaluation committee.

8.1.2 Number of Copies

The original Proposal must be submitted along with five hard copies, suitably prepared in a binder, and one loose unbound copy suitable for reproduction.

8.1.3 Certification

The Proposal must be signed by a person authorized to bind the Proponent to statements made and must include the following signed certification:

"The statements made in this Proposal are correct and truthful representations. If selected I/we will negotiate in good faith with Canadian Mental Health Association. This Proposal will be irrevocable for 90 days from the date of closing."

Legal Name of Corporation: _____

Name of Person submitting: _____

Signature: _____

Title and/or Position: _____

Date Submitted: _____

8.2 Proposal Scoring

The following criteria (outlined in Section 7.6) will be used to evaluate the Proposals that meet the mandatory requirements. The proponent's responses to each of the mandatory requirements will be contrasted with those of other proponents and ranked and weighted accordingly with the highest ranked Proposal receiving the maximum available score for the criterion being evaluated, and the others receiving points proportionate to their ranking relevant to the highest ranked Proposal for that criterion. A total of 300 points are available in the following areas:

8.2.1 Services Offered	80 points
8.2.2 Fee Schedule	80 points
8.2.3 Client Support and Service	60 points
8.2.4 Branch Locations	40 points
8.2.5 Transition Plan	40 points
8.2.6 Soundness of References	pass/fail

Appendix A. Special Purpose Accounts

- 1 – Two Trustee Accounts in Peterborough – accounts to manage client monies
- 2 – One Trustee Account in city of Kawartha Lakes
- 3 – Catering Plus – account to manage transactions for a catering business
- 4 – CMHA Non-profit Housing Corporation – general account to manage transactions a separate corporation
- 5 – One Bingo account in Peterborough
- 6 – One Bingo account in City of Kawartha Lakes
- 7 – Nevada account – accept fundraising deposits and make occasional disbursements
- 8 – Operating Treasury
- 9 – Housing Reserve Treasury
- 10 – Three Trust Account for specific clients – monies held in trust for a specific client

Appendix B. Receipt Confirmation Form

Please complete this form and return (email or fax) to:

Linda Saunders
Director of Corporate Services
Phone: (705)748-6687 ext.1006
E-mail: lsaunders@cmhahkpr.ca
Fax: (705) 748-4078

Confirmation of RFP Receipt

RE: Banking Services RFP No. 2018-001.

We have received a copy of the above noted RFP.

We intend to submit a Proposal: Yes No

Company Name: _____

Address: _____

Contact Person: _____

Title: _____

Phone Number: _____

E-mail: _____

FAX Number: _____

We understand that whether or not we submit a Proposal will not affect our status as a potential supplier to Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge Branch in the future. We understand that if we do not return this form we will not receive any further notices with regard to this RFP.

Date: _____

Authorized Signatory: _____

Name (Printed): _____