



Request for Proposal of Banking Services for the Outer Banks Community Foundation

Background of Outer Banks Community Foundation Banking Activities

The Outer Banks Community Foundation maintains a commercial banking relationship with a local bank. Periodically we review those services offered by competitors. We seek a financial institution that demonstrates a strong commitment to customer service through its banking services, fees and products. We look to our bank for creativity and flexibility in meeting the Community Foundation's needs. We are seeking the services and products described in the Scope of Services, below.

The Outer Banks Community Foundation maintains a checking account, which covers short term operating cash used for the payment of grants, scholarships and operating expenses. Our policy requires that we maintain the balance of this account between \$15,000 and \$40,000. We make an average of 2 deposits per month averaging about \$29,000 per month. We write an average of 28 checks per month averaging \$54,000 per month, and we make an average of 8 electronic payments per month, which average \$6,000 per month.

The Community Foundation also maintains a money market account. Its current balance is approximately \$130,000. We make transfers between money market and checking on a monthly basis. Additionally, ACH or wire transfers are made to and from our investment accounts (held by a separate institution). We require the ability to make approximately ten transfers to and from our investment accounts each year.

Scope of Services

All proposals should include the following general services:

1. A designated and accountable customer service representative that is available to answer our calls, meet with us and has the authority to correct any problems that arise.
2. A checking account to maintain regular daily activity.
3. A money market account to maximize interest earnings on funds and which is accessible on a daily basis.

4. Standard banking supplies and services; including but not limited to deposit slips, endorsement stamps and checks.
5. Monthly account statements in both printed and electronic form, which include check and deposit slip images within five (5) business days after month end.
6. Direct deposit services.
7. Electronic payment services.
8. A disaster recovery and backup plan to protect the Outer Banks Community Foundation and the bank in the event of disaster to either entity or both.
9. On-line banking capacity that allows for balance inquiry, initiation of wire and ACH transfers, stop pay management and other capabilities necessary for efficient outside management of publicly traded securities.
10. Overdrafts of the accounts are not anticipated and have not occurred; however, the Outer Banks Community Foundation does require overdraft protection assurances.
11. The bank shall present any issues of which the Outer Banks Community Foundation should be aware or any additional options not presented in this proposal.

Proposal Format and Content

Proposers should adhere to the following format and provide all of the information requested.

The proposal must consist of the following sections:

- Introduction
 - Name and address of the bank.
 - Name, mailing address, email and telephone number of the person Outer Banks Community Foundation should contact regarding the proposal.
 - Confirm that the bank is able to comply with all of the provisions of the RFP.
- Organizational Overview
 - Overview of your bank and the location for its center of operations. Discuss the financial stability of the institution and its management.
 - Discuss your ability to provide each of the services outlined in the scope of services. Include in your discussion the number of similar accounts you manage.
 - List locations and hours of operation for branches in proximity to our office that will be available for accepting deposits. Please indicate whether you have a courier available to pick up deposits, and the cost.
 - Specify FDIC and/or SIPC insurance coverage of assets. Discuss insurance coverage for losses due to negligent misconduct, non-negligent losses, errors and omissions or other acts, and the ability to indemnify Outer Banks Community Foundation for losses not covered by insurance.

- Reporting Capabilities
 - Outline the features of your statements. Include a sample of each type of statement. Discuss your ability to customize reporting to meet the needs of the Outer Banks Community Foundation.
- Staffing
 - Indicate how many departments/individuals will be involved in providing various services. List the primary contacts in each department, their experience and expertise.
- Fee Proposal
 - State a firm, maximum price to provide the above services. A fee for service schedule may accompany such pricing if the services that we have specified require separate fees. Any changes in scope of services that would significantly lower or increase the proposed price and the impact of altering those services on the price quoted should be specified.
- Community Support
 - The bidder should clearly state opportunities for the bank and the Outer Banks Community Foundation to enhance life in our community, consistent with our mission. The foundation seeks support each year in the areas of advertising, publications and events, opportunities to meet with members of the professional advisory community, and the use of conference rooms for committee meetings.

Signature of Authorized Representative

I, _____ the undersigned, an authorized representative of _____, offer and make this bid to furnish the Outer Banks Community Foundation with the banking services detailed in our proposal at the prices indicated.

Bank Name: _____

Address of Home Office: _____

Printed Name: _____

Title: _____

Signature: _____ Date: _____