

SPONSORED BY: COUNCIL MEMBERS CLYNE, DOWNING AND PAIZ

COUNCILMAN'S RESOLUTION

RESOLUTION NO.

No. CR-133
Series of 2008

Series of 2008

A RESOLUTION APPROVING A TWO-YEAR EXTENSION TO AN EXISTING AGREEMENT FOR BANKING, LOCKBOX AND CASH MANAGEMENT SERVICES BETWEEN THE CITY OF NORTHGLENN, COLORADO, AND UMB BANK, N.A.

WHEREAS, in 2003 the City entered into a preliminary agreement with UMB Bank for the provision of general banking, lockbox, and cash management services (the "Original Contract"), which agreement was approved by Council Resolution No. 03-62 on September 11, 2003, for a three-year term; and

WHEREAS, the Original Contract was extended for an additional two-year period; and

WHEREAS, the City now wishes to extend the Original Contract for an additional two-year term under the same terms, conditions and pricing by approval of the Contract for Extension that is attached hereto as **Exhibit 1**.

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF NORTHGLENN, COLORADO, THAT:

Section 1. The Contract for Extension attached hereto as **Exhibit 1** is hereby approved by the City Council of the City of Northglenn, Colorado. This approval of the Contract for Extension shall allow the Mayor, City Manager and Finance Director to complete all necessary documents to extend the services of UMB BANK, N.A., on behalf of the City of Northglenn.

DATED at Northglenn, Colorado, this ____ day of _____, 2008.

SHERI L. PAIZ
Mayor Pro Tem

ATTEST:

APPROVED AS TO FORM:

JOHANNA SMALL, CMC
Acting City Clerk

COREY Y. HOFFMANN
City Attorney

**CONTRACT EXTENSION
FOR
BANKING, LOCKBOX AND CASH MANAGEMENT SERVICES**

This Contract Extension on the Agreement for Banking, Lockbox and Cash Management Services is dated October 1, 2008, and is between the City of Northglenn, Colorado (the "City") and UMB Bank (the "Bank").

The parties previously entered into a Preliminary Agreement for Banking, Lockbox and Cash Management Services on September 11, 2003, (the "Original Contract"), a copy of which is attached hereto and incorporated herein as **Exhibit A**. The term of the Original Contract was October 1, 2003, through September 30, 2006. The City extended the Original Contract through September 30, 2008, by passage of Resolution N/A, dated October 1, 2006. The City now wishes to extend the Original Contract period for two additional years.

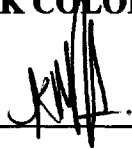
In consideration of the foregoing and the promises and covenants contained in this Extension, the parties agree to extend the Banking Services Contract on the terms and conditions set forth below:

1. The extended contract period shall end September 30, 2010.
2. All terms, conditions and pricing held in the original agreement shall continue unchanged for the two year extension period.

Dated this 4th day of September, 2008.

Agreed to and Accepted By:

UMB BANK COLORADO, N.A.

By: 

Name: Kathy Mitchley

Title: Vice President

By: 

Name: Carrie Hannum

Title: Vice President

Agreed to and Accepted By:

CITY OF NORTHGLENN

By: _____

Name: Kathleen Novak

Title: Mayor

Approved By:

By: _____

Name: Corey Hoffmann

Title: City Attorney

ATTEST:

JOHANNA SMALL
ACTING CITY CLERK

SPONSORED BY: MAYOR NOVAK, COUNCIL MEMBERS CARLOW, GILLESPIE

COUNCILMAN'S RESOLUTION

RESOLUTION NO.

No. CR-62
Series of 2003

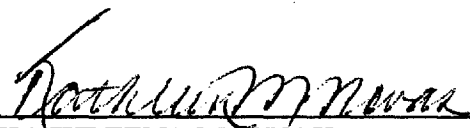
03-62
Series of 2003

A RESOLUTION APPROVING A PRELIMINARY AGREEMENT FOR BANKING, LOCKBOX AND CASH MANAGEMENT SERVICES BETWEEN THE CITY OF NORTHGLENN, COLORADO AND UMB BANK, N.A.

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF NORTHGLENN, COLORADO, THAT:

The Preliminary Agreement for Banking, Lockbox and Cash Management Services and the accompanying Letter Agreement for the pricing of said services between the City of Northglenn, Colorado and UMB Bank, N.A., as attached hereto, are hereby approved by the City Council of the City of Northglenn, Colorado. The approval of the Preliminary Agreement shall allow the Mayor, City Manager and Finance Director to complete all necessary documents to obtain the services of UMB Bank, N.A. on behalf of the City of Northglenn.


DATED, at Northglenn, Colorado, this 11th day of September 2003.


KATHLEEN M. NOVAK
Mayor

ATTEST:


DIANA L. LENTZ, CMC
City Clerk

APPROVED AS TO FORM:


HERBERT C. PHILLIPS
City Attorney

PRELIMINARY AGREEMENT
For
BANKING, LOCKBOX, AND CASH MANAGEMENT SERVICES

This Preliminary Agreement for Banking, Lockbox, and Cash Management Services ("Agreement") is entered into this 11th day of September, 2003 between UMB Bank (the "Bank") and CITY OF NORTHGLENN (the City").

The Bank offers and provides certain general banking, lockbox, and cash management services ("Services") to its commercial customers, and the City anticipates that it will engage the Bank to perform such Services.

The Bank and the City agree:

1. **Scope of the Services.** Pending approval and acceptance by the Northglenn City Council, the Bank shall provide the City with the lockbox, general banking and cash management services requested in writing in the Request for Proposal ("RFP") and agreed to by the Bank.


Initial Service(s):


2. **Performance of the Services.** Upon execution of a Contract for Banking, Lockbox, and Cash Management Services ("Contract"), the Bank shall perform the Services in accordance with reasonable commercial standards applicable to the Bank's business; in conformity with rules, regulations or laws governing the activities of the bank; and in accordance with this Agreement.
3. **Term.** This Agreement shall continue in effect unless terminated by either party upon seven (7) days prior written notice until such time as the Bank's Proposal is formally accepted by Resolution by the Northglenn City Council and a Contract is executed. Upon execution, the Contract shall supercede this Agreement.
4. **Service Fees; Taxes; Invoice; Payment.** The City agrees to incorporate into the Contract the Fee Schedules submitted in conjunction with the RFP, and the Bank agrees to honor those Fee Schedules. Both parties agree that any and all contractual provisions and obligations regarding the Fee Schedule shall be formalized in the Contract.
5. **General.** The laws of the State of Colorado shall govern for all purposes. This Agreement shall demonstrate the good faith intention of the City and the Bank to negotiate and execute the Contract, pending formal acceptance and authorization of the Bank's Proposal by the Northglenn City Council.

The parties have caused this Agreement to be executed and warrant that their respective signatory, whose signature(s) appears below, has been and is on the date of this Agreement duly authorized by all necessary action in accordance with its governing instruments to execute this Agreement.

Agreed To and Accepted By:

Agreed To And Accepted By:

By: 
Name: MATHEW H. CAMMER
Title: VICE PRESIDENT

CITY OF NORTHGLENN, ("CITY")
By: 
Name: KATHLEEN M. NOVAK
Title: MAYOR

Mr. Brent Worthington
September 2, 2003
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UMB

B A N K September 2, 2003

Matthew Cammer
Treasury Management
Vice-President
UMB Bank Colorado, n.a.

(303) 839-2293

Mr. Brent Worthington
Treasury Manager
The City of Northglenn
11701 Community Center Drive
Northglenn, CO 80233

Re: RFP for Treasury Management Services

Dear Mr. Worthington:

This letter, when countersigned on behalf of The City of Northglenn (the "City"), constitutes an agreement (the "Letter Agreement") among UMB Bank Colorado, n.a. (collectively, the "Bank") and the City with respect to the pricing on the Bank's treasury management services (the "Services") to the City, as set forth more fully herein.

1. Services. The Services include the bank products requested by the City in the Request for Proposal ("RFP") issued by the City on June 6, 2003.
2. Pricing. During the three-year period beginning on October 1, 2003, the Bank shall provide the Services detailed in the Pricing Schedule as referenced in the RFP response from the Bank.
3. Adjustment to Pricing Schedule. Pricing Schedule is subject to adjustment during the Contract Period in the event that (1) out-of-pocket costs to the Bank increase as a result of additional costs imposed on Bank by the Federal Reserve Bank or its successor, or by any clearing house or other organization involved in processing payments under this Letter Agreement, these will be pass through cost as these increases would be outside of UMB's reasonable control, (2) City modifies its processing or material requirements in a manner that causes a significant change to the processing required by Bank or materials utilized by Bank in providing the Services. The Bank shall provide the City with at least ninety (90) days written notice of any change to the pricing to take effect during the Contract Period and justification for such pricing.
4. Contracts. Each of the Services is subject to the contractual terms and provisions of the Bank's contract and agreement for the applicable Service

Mr. Brent Worthington
September 2, 2003
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in effect from time to time, including, but not limited to, the Bank's Deposit Account Agreement, wire transfer agreement, and the agreements governing the particular Services used by the City. Nothing in this Letter Agreement shall be construed as a modification to such contracts and agreements.

5. City's Right to Cancel. This Contract shall continue in effect unless terminated by either party by giving written notice ninety (90) days prior termination.

Please indicate your acceptance of the terms set forth in this Letter Agreement by signing in the place provided below and returning it to me.

We sincerely appreciate the confidence that the City of Northglenn has placed in us by its selection of the Bank as one of its financial service providers, and we look forward to our continued working together during the course of our performance.

If you have any questions about the terms of this Letter Agreement, please give me a call.

Sincerely,



Matthew Cammer
Vice President
Treasury Management
UMB Bank Colorado

ACCEPTED:

The City of Northglenn

By: Darrell M. Monda

Title: Mayor

Date: Sept 11, 2003

Analysis Statement
City of Northglenn
Proposed by UMB Bank

TMA Code	Service Description	UMB Unit Price	Volume	Activity Charges
00 0230	FDIC Assessment per \$100	\$ 0.00147	5,531,018.03	\$ 81.31
	Balance & Compensation Information			\$ 81.31
01 0000	Account Maintenance w/ Chk Return	\$ 10.00	5	\$ 50.00
01 0021	Zero Balance Account Base Charge	\$ 20.00	3	\$ 60.00
01 0101	Credits Posted	\$ 0.35	79	\$ 27.65
01 0610	Photocopy Item	\$ -	1	\$ -
	General Account Services			\$ 137.65
08 0400	Software Maintenance Fee Waived	\$ -	1	\$ -
08 0301	PCARD-Card Issuance Fee Waived	\$ -	7	\$ -
08 0100	PCARD-Transaction Fee-Waived	\$ -	724	\$ -
08 0000	PCARD Program Maint fee \$0	\$ -	1	\$ -
	Purchasing Card Services			\$ -
10 0410	CEO Retn Item Subscription Per Account	\$ -	2	\$ -
10 0410	CEO Retn Item Subscription Per Account	\$ -	1	\$ -
10 0410	CEO Retn Item Subscription Per Account	\$ -	3	\$ -
10 0015	Cash Deposited / \$1	\$ 0.00080	55,653.12	\$ 44.52
10 0220	Deposited Checks -On Us	\$ 0.04	562	\$ 22.48
10 0223	Deposited Checks Local	\$ 0.04	639	\$ 25.56
10 0222	Deposited Checks -Local Clrng	\$ 0.04	641	\$ 25.64
10 0224	Deposited Checks - Transit	\$ 0.05	683	\$ 34.15
10 0221	Deposited Checks - WFB Affiliates	\$ 0.04	118	\$ 4.72
10 0225	Deposited Checks - Regional	\$ 0.06	837	\$ 50.22
10 0400	Returned Items	\$ 1.50	6	\$ 9.00
10 0402	Returned Items -Redeposited	\$ 1.00	23	\$ 23.00
	Depository Services			\$ 239.29
15 0100	ARP Checks Paid -Full	\$ 0.15	315	\$ 47.25
15 0129	Positive Pay Exception Checks Retd	\$ 0.50	1	\$ 0.50
15 1100	ARP Serial Sort Per Item	\$ 0.02	315	\$ 6.30
15 0410	ARP PC Stop Payment	\$ 5.00	1	\$ 5.00
15 1358	Basic Positive Pay Maintenance	\$ -	1	\$ -
15 9999	DDA Checks Redt W/Stmt (Per Item)	\$ -	95	\$ -
15 0100	DDA Checks paid	\$ 0.15	98	\$ 14.70
15 1100	DDA Serial Sort (per item)	\$ 0.02	56	\$ 1.12
15 1199	DDA Serial Sort Maintenance	\$ -	1	\$ -
15 1100	ARP Serial Sort Maintenance	\$ -	1	\$ -
	Paper Disbursement Services			\$ 74.87
20 0010	ARP Maintenance -Full	\$ 55.00	1	\$ 55.00
20 9999	ARP Checks Retd W/Stmt (Per Item)	n/a	315	\$ -
20 0201	ARP Full Recon Per Item	\$ 0.05	356	\$ 17.80
20 0301	ARP Transmission Output Per Trans	\$ 5.00	1	\$ 5.00
20 0310	ARP Optional Reports	\$ -	2	\$ -
20 0399	Basic Positive Pay Exceptions	\$ 0.50	1	\$ 0.50
	Paper Disbursement Recon Services			\$ 78.30
25 0703	CEO ACH Subscription Per Account	\$ -	3	\$ -

Analysis Statement
City of Northglenn
Proposed by UMB Bank

25 0703	CEO ACH Subscription Per Acct	\$	-	2	\$	-
25 0703	CEO ACH Subscription Per Acct	\$	-	1	\$	-
25 0201	Electronic Credits Posted	\$	0.08	126	\$	10.08
25 0200	Electronic Debits Posted	\$	0.08	76	\$	6.08
25 0000	ACH Base Charge	\$	15.00	2	\$	30.00
25 0102	ACH Transit Two Day	\$	0.08	1,276	\$	102.08
25 0102	ACH On-Us Two Day	\$	0.08	247	\$	19.76
25 0202	ACH Received Item	\$	0.08	4	\$	0.32
25 0302	ACH Return Item - Fax Advice	\$	1.00	2	\$	2.00
25 0501	ACH Transmission Charge	\$	5.00	6	\$	30.00
25 0710	ACH Fax Service	\$	1.00	7	\$	7.00
25 0720	ACH Customer Reports	\$	-	1	\$	-
25 1070	ACH NOC - Fax Advice	\$	1.00	1	\$	1.00
25 9999	ACH Risk Approval	\$	-	2	\$	-
	General ACH Services				\$	208.32
35 0402	CEO Wire Detl Subscription Per Account	\$	-	2	\$	-
35 0401	CEO Wire Detl Subscription Per Account	\$	-	1	\$	-
35 0402	CEO Wire Detl Subscription Per Account	\$	-	3	\$	-
35 0402	CEO Wire Detl Subscription Per Item	\$	-	8	\$	-
35 9999	Wire Base Charge	\$	25.00	1	\$	25.00
35 9999	Security Maintenance	\$	-	2	\$	-
35 9999	Wire Template Storage	\$	-	7	\$	-
	Wire & Other Funds Transfer Service				\$	25.00
40 0021	Infifax & email Wire Rpt Monthly Maint	n/a		1	\$	-
40 0241	Infifax & Email Per Wire Reported	n/a		17	\$	-
40 0003	CEO Intraday Subscription Per Account			3	\$	-
40 0000	CEO Prev Day Subscription Per Account			3	\$	-
40 0000	CEO Prev Day Subscription Per Account			3	\$	-
40 0001	CEO Prev Day Subscription Detl Item			611	\$	-
40 0003	CEO Intraday Subscription Per Account			3	\$	-
40 0224	CEO Intraday Subscription Per Item			57	\$	-
40 0000	Unite Plus Flat Fee	\$	210.00	1	\$	210.00
	Information Services				\$	210.00
	Total Estimated Bank Fees				\$	1,054.74

TMA Code	Service Description	UMB Unit Price	Wells Unit Price	Volume	UMB Activity Charges
05 0010	RLBX Monthly Maint -CO	\$ 50.00	\$ 175.00	1	\$ 50.00
05 0000	RLBX Rough Sort	\$ 0.05	\$ 0.10	58	\$ 2.90
05 0401	RLBX Outgoing Trans Per Item	\$ -	\$ 0.01	6,144	\$ -
05 0410	RLBX Mail Exp-US Mail	Actual	\$ 1.00	96	Actual
05 0200	RLBX Item Sr Matched-CO	\$ 0.15	\$ 0.23	5,213	\$ 781.95
05 0201	RLBX Item Unmatched-CO	\$ 0.15	\$ 0.15	594	\$ 89.10
05 0202	RLBX Item Multiple -CO	\$ 0.20	\$ 0.15	337	\$ 67.40
05 0530	RLBX Reject Items -CO	\$ 0.10	\$ 0.25	54	\$ 5.40
05 0401	RLBX Outgoing Transmission	\$ 200.00	\$ 225.00	1	\$ 200.00
05 0000	CEO Lockbox Subscription Per Account	\$ -	\$ 60.00	2	\$ -
05 0000	CEO Lockbox Subscription Per Account	\$ -	\$ 120.00	1	\$ -
05 031Z	CEO Lockbox Subscription Per Account	\$ -	\$ -	3	\$ -
05 0000	Unite Plus On-Line Reporting	\$ 50.00	\$ -	1	\$ 50.00
	Lockbox Services				\$ 1,246.75

10 0220	RLBX Deposited Checks-On Us	\$ 0.040	\$ 0.040	1,439	\$ 57.56
10 0222	RLBX Deposited Checks-Local	\$ 0.040	\$ 0.055	1,202	\$ 48.08
10 0222	RLBX Deposited Checks-Local Clearing	\$ 0.040	\$ 0.045	1,387	\$ 55.48
10 0221	RLBX Deposited Checks- WFB Affiliate	\$ 0.040	\$ 0.080	150	\$ 6.00
10 0224	RLBX Deposited Checks - Transit	\$ 0.050	\$ 0.080	147	\$ 7.35
10 0225	RLBX Deposited Checks - Regional	\$ 0.060	\$ 0.065	1,786	\$ 107.16
	Depository Services				\$ 281.63

Total Fees Associated with Lockbox Services \$ 1,528.38

Additional Non-Lockbox Fees

01 0000	Account Maintenance	\$ 10.00		2	\$ 20.00
01 0100	Ledger Debits	\$ 0.15		-	\$ -
01 0101	Ledger Credits	\$ 0.35		40	\$ 14.00
10 0400	Return Items	\$ 2.00		-	\$ -
10 0402	Return Items Reclear	\$ 1.00		-	\$ -
00 0230	FDIC Insurance	\$ 0.00147		-	\$ -
35 0200	Outgoing non-repetitive Wire	\$ 15.00		-	\$ -
35 0100	Outgoing Repetitive Wire / AST	\$ 10.00		4	\$ 40.00
25 0000	ACH Disbursement Monthly Maint	\$ 25.00		-	\$ -
25 0102	ACH Debits Originated	\$ 0.10		-	\$ -
25 0202	ACH Debit Received	\$ 0.15		-	\$ -
	Approximate Non-Lockbox Fees				\$ 74.00

Total Approximate Fees \$ 1,602.38

**City of Northglenn
Banking and Lockbox Proposal
Evaluation Criteria**

	COMPASS BANK (Banking RFP)	US BANK (Banking & Lockbox RFPs)	WELLS FARGO (Banking & Lockbox RFPs)	UMB Bank (Lockbox RFP)
PROFORMA PRICING Based on the June 2003 Account Analysis Statement	Banking: \$1,215.11	Banking: \$1,050.48 Lockbox: \$2,380.47	Banking: \$1,211.92 Lockbox: \$2,217.80	Banking: \$1,054.74 Lockbox: \$1,602.38
TECHNOLOGY				
Does the Bank's existing capabilities in technology meet the City's current and near term needs?	Yes. Online stmts, images of paid checks, intraday activity, wire/ach confirmation.	Banking Svc: Wires do not use the token security system (currently in development). No confirmations sent for wires or ACHs. City must follow-up for confirmations. Lockbox: Retail does not offer CD ROM images of pmts/stubs.	Banking Svc: yes. Lockbox: yes	Yes. Including CD ROM storage of imaged bills & pmts w/ flexible research capability. Online image research, ACH, wires, statements.
Does the Bank have CD ROM storage capability for returned checks & monthly stmts?	Yes.	Yes.	Yes.	Yes
Lockbox: Does the Bank offer imaging of checks and stubs? CD ROM storage? Flexible payment research capability?	N/A	No. CD ROM not available for retail. Available for wholesale, but indexed on date only.	Yes. CD ROM is available.	Yes. CD ROM back-up of images available and online images, too. Ability to download image back-up to City's hard drive. Flexible data search, based on name, a/c #, bank a/c #, routing #, or date.
Does the Bank offer an InterNet based bill pay platform?	No.	Yes. It is in partnership with Bank One. A third party vendor was hired to implement and run the platform.	Yes. It is owned and operated in-house by Wells Fargo. They have had this capability for over 2 years. See attached article.	Yes- operated and maintained in-house. Allows for credit card payments and direct (ACH) payments.

	COMPASS BANK (Banking RFP)	US BANK (Banking & Lockbox RFPs)	WELLS FARGO (Banking & Lockbox RFPs)	UMB Bank (Lockbox RFP)
RELATIONSHIP AND SERVICE SUPPORT				
How responsive have the Bankers been during the RFP process?	<p>Operations Mgr, Joanne Parks, followed up the same day to set up a visit to the bank's check processing center in Thornton. Grail Kister, took us to the site 2 days later.</p> <p>Randy Dolsby responded to e-mailed questions/summary of meeting the day he returned from vacation (3 bus days after I sent e-mail).</p> <p>We requested a proforma based on our June 2003 Account Analysis Stmt. Randy responded by Fri afternoon, 8/15, 3 days later than he initially committed.</p> <p>Grail called Mon., 8/18, to see if I needed anything else for my evaluation. Randy called several times to see if we had questions.</p>	<p>At onsite meeting, Ellen Gysin said she would get back to the City about: 1. duplication of Exhibit 1 pricing on their Exhibit 4 proposal (Additional Services); 2. timetable when token system would be effective; 3. ability of wholesale lockbox to index data on CD ROM other than by date. Roberta called the following day, but was unclear about item 1. She forwarded the project to Karin Petro. Karin got back to me Tuesday, following the mtg, as agreed. Item 3 has not been addressed to date. Item 2 was addressed after I sent a summary of our meeting to Ellen. Karin responded immediately.</p> <p>Karin followed up several times to see if we had questions.</p>	<p>At onsite meeting Heidi Kessler, VP Treasury Mgmt Sales, offered to price out InterNet platform for customer online bill pmt. She responded the next day with pricing.</p> <p>Frank responded the same day of the request with proforma pricing. However, it had to be adjusted. Heidi did so promptly.</p> <p>Frank and Heidi followed up several times to see if we had questions.</p>	<p>Immediate response to requests. Answered all questions asked, promptly.</p> <p>Kari, Nancy and Matt, each followed up to see if we had questions.</p> <p>Asked for a quick response to Banking RFP on Thursday, 8/21; Pricing Pro-Forma was sent out the next day, qualitative responses were received Monday, 8/25.</p>
What is the quality of communication between the Bank and the City?	<p>Responses by Bank were clear and directed toward the questions, without needing to be re-directed.</p>	<p>Communication from Bank required several follow-up questions by the City before obtaining answers and results requested. Roberta had difficulty understanding what I was looking for when I asked her to separate the Exhibit 1 items from their Exhibit 4 proposal. Karin took over to complete the task.</p>	<p>Communication was not perceived clearly by Bank with regard to location of pre-proposal meeting. City had to follow-up with the Bank to re-direct them for proforma results.</p>	<p>Communication was clear and timely by the Bank. Very quick and decisive response to our questions and concerns.</p>
What is the perceived level of professionalism and knowledge of the Bank's team, during the RFP process?	<p>Randy Dolsby (Treasury Mgmt), Grail Kister (Relationship Mgr), Joanne Parks (Operations Mgr) and Jeff Capen (Asset Mgmt) were very knowledgeable about their products and services and very responsive to our requests. These are the people</p>	<p>Ellen Gysin, (Gov't Banking), Karin Petro (Treasury Gov't Banking), Roberta (Relationship Mgr) were very knowledgeable about their products and services and very responsive to our requests. Karin and Roberta would be available to service our a/c, but work on</p>	<p>Heidi Kessler (Treasury Mgmt Sales), and Jerry were very knowledgeable about their products and services. They and Frank Martinez (Relationship Mgr) were very responsive to our requests. Frank delegated much of the proforma analysis to Heidi and a co-</p>	<p>Matt Cammer (Treasury and Tech Svc), Kari Osborne (Treasury Mgmt Sales Public Funds), Mark DeJulio (Lockbox Operations Supervisor) and Nancy Wuchner (Operations Security Officer) were all extremely knowledgeable</p>

	COMPASS BANK (Banking RFP)	US BANK (Banking & Lockbox RFPs)	WELLS FARGO (Banking & Lockbox RFPs)	UMB Bank (Lockbox RFP)
	who would be servicing our account. Joanne is a very "direct" person. Mark Helm, who sat in on the onsite meeting was very sarcastic.	the road and from home, frequently. Our contact person, Jeannette, was not available to join the onsite meeting.	worker named Steve.	about their products and services and extremely responsive to our requests. The team has received glowing references. Our experience with them has been extraordinarily professional.
What is the location of the support and service team for research and problem solving?	The actual problem solvers are at the Denver corporate office.	Point of contact, Jeannette, is at the Denver corporate office.	We call an 800 # or Frank Martinez, as our point of contact.	The actual problem solvers are at the Denver corporate office.
Who is doing the problem solving/research? Is it done by anyone we met during the RFP process?	It will be done by Joanne Parks, whom we met, and her team.	Jeannette, whom we did not meet. However, Roberta, Ellen and Karin will make themselves available too.	We currently have an 800 # we use and do not know with whom we will work.	The entire team we met is available to us. Mark or Nancy would be the most logical to contact for lockbox services, since they are in the trenches.
Identify the Bank's commitment to the availability of their support team for research and development. What is the "lead time" the Bank has committed to before responding to problems/questions?	Immediate access for support, with no "lead time".	Immediate access to, as long as they are available, per feedback from references.	Per the proposal – 48 hour lead time may be required prior to response.	Immediate access for support, with no "lead time".
BANK ADAPTABILITY & FLEXIBILITY TO MEET THE NEEDS OF THE City of Northglenn				
Has the Bank been able to adapt its products and services to meet the needs of the City?	Yes, for banking services.	Yes, for banking services. No, for retail lockbox services. They do not image utility bill pmts, and therefore cannot provide image history of pmts on CD ROM. No, for wholesale lockbox services. They image wholesale pmts, but index info search by date only (ltd research capability).	Yes, for banking services Yes, for potential Internet platform for customer pmts online. Yes, for retail lockbox services. No, for wholesale lockbox services. They cannot image & download data to Excel based spreadsheet.	Yes. They are willing and able to customize for data transmission, cutoff times. UNITEplus will export to Excel.
Does the Bank require the City to adapt its software, hardware or procedures to be able to utilize	Change in banking software.	Change in banking software. Change in security system for wires –	No change.	No. Bank believes that the file formats currently used will be compatible

	COMPASS BANK (Banking RFP)	US BANK (Banking & Lockbox RFPs)	WELLS FARGO (Banking & Lockbox RFPs)	UMB Bank (Lockbox RFP)
the Bank's products & services?		utilize 3.5 disk instead of a token		with their system; no changes would be required
Has the Bank offered to customize products to meet the City's current needs? Future Needs?	Yes. They are willing to carry over excess balances for a quarter, manually, until their software update is complete for automatic carry over.	Lockbox - They have offered to look into modifying their indexing for wholesale lockbox.	Yes.	They will customize their systems to meet our needs.
EXPERIENCE, EXPERTISE & PERFORMANCE OF KEY BANK PERSONNEL				
Observations based on information provided in RFP responses and onsite meetings.	<p>The presentation given at the corporate onsite meeting illuminated the product and service capabilities at Compass Bank. During the meeting they heard our customer service expectations and responded by offering to work with us on several issues: armored car services, carry over of excess balances on a quarterly basis, write off of exceptional overdraft charges, immediate credit to account for bank errors. Each member of the presentation had several years of banking experience.</p> <p>After the meeting we summarized our understanding of their additional commitment, as well as concerns we had. Randy Dolsby in Treasury Mgmt responded in a timely manner to all concerns (see attached).</p>	<p>We visited the lockbox facility and the cash vault center.</p> <p>Lockbox: Their lockbox services handle primarily wholesale customers, and only 4 retail customers. Their site manager, Michael was very knowledgeable.</p> <p>Banking Svc: The cash vault center was state of the art with the latest cash sorting technology and systems.</p> <p>Ellen Gysin provided a lot of background about all of the operations of the bank. Karin Petro was knowledgeable about areas the bank is developing, such as a "token system" for wire transfers online.</p>	<p>Lockbox: We visited Regulus, the 3rd party lockbox company Wells Fargo uses. They are a high volume operation. They have the capability to image our retail prnts and stubs and download them to CD ROM.</p> <p>Banking Svc: We visited the check processing center, which is enormous. Our tour guide, Kirk, is very knowledgeable about the processing center. After the tours we discussed the Bank's capability of integrating a platform on the Internet for customers to make payments online on our website.</p> <p>The approach of the Bank's team was to be available to their customers, but asking us to call on them for assistance. Their comments did not disclose a "pro-active" approach to customer service.</p>	<p>We toured the Bank's lockbox facility. It is highly organized, clean and efficient. Back-up systems and checks and balances are in place for the protection of the customer. Mark and Nancy were very knowledgeable about every aspect of the system. They answered every question we had. They have a very "user friendly" research capability for retail lockbox payments: online and on CD ROM.</p> <p>Their capacity is at 30% and they are committed to upgrading when the reach 50%.</p> <p>Their team is very professional, responsive, and service oriented.</p> <p>Overall Bank goal is to grow by 100% in next five years. Their analysis indicates more than enough capacity to accommodate this growth</p>
Reference Responses	Hyland Hills Park & Rec District – Yvonne Fischbach	Denver Water Dept – Kathryn Kempke The bankers are very accommodating	N/A	Denver Public Schools – Velma Rose

	COMPASS BANK (Banking RFP)	US BANK (Banking & Lockbox RFPs)	WELLS FARGO (Banking & Lockbox RFPs)	UMB Bank (Lockbox RFP)
	<p>The Bank provides "great customer service" and is very responsive to their needs. Yvonne said the District is very demanding, especially during the summer season and the Bank meets all their demands.</p> <p>The District was with First Tier, prior to Compass Bank taking them over. Compass pleasantly surprised them with a smooth transition and continued to maintain high standards of customer service.</p> <p>The District has an Operating checking a/c. Uses CompassNet for online services such as: wire transfers/ACH transfers, intraday reports, online statements, previous day reports, P/R downloads. They also use the Bank for their investments. They will be adding positive pay soon.</p> <p>When asked about problem resolution, Yvonne again said that Compass was excellent. She has worked with Joanne Parks in operations and her staff and finds them to be very knowledgeable.</p>	<p>and knowledgeable about their systems.</p> <p>Recent incident caused by the Water Dept, where the check encoding was printed incorrectly on the checks. This incident illuminated some deficiencies:</p> <ul style="list-style-type: none"> - Encoding problems are supposed to be fixed by the bank so the checks clear. Due to timing problems there are 1-3 errors that need to be corrected each month. Due to the Water Department's error, many of the checks were not fixed in time, and were returned. - Encoding errors are "scrubbed" each month so the ARP is correct each month. However, the monthly CD ROM does not reflect the encoding corrections, because the corrections are made from the imaged checks. <p>The Water Dept does not use the online services because it is not downloadable or sortable.</p>		<p>Use primary banking services only, no lockbox. Velma raved about UMB.</p> <p>UMB won their 1st bid 7/97. They won their 2nd contract with the Schools in 2002.</p> <p>They have 140 – 150 imprest checking accts. They enjoy the online stmts, wire inquiries, positive pay for A/P, P/R, sweep a/c and P cards. Their control disbursement a/c in through Morrisville, IL. Their cash vault service is "superb". The Bank customizes its service to meet the needs of the School. The School receives their statements in a certain order. The Bank meets with them quarterly to discuss new products available, problems or concerns. Velma likes their style of security controls – 2 people required to be involved in all transactions.</p> <p>Matt Cammer has been an excellent Relationship Mgr. Their customer service has been very responsive.</p> <p>They moved from Wells Fargo in 1997 and the conversion took place in 30 days. Decision to move was weighted 25% pricing, 50% can the Bank meet our needs.</p>
	<p>Denver Area Youth Services – Ms. Valerie Valdez-Fitzgibbons Approx \$3 million budget. Basic operating checking a/c. No</p>	<p>City and County of Denver – Caroline Hendrickson Awarded banking contract to US Bank 2 years ago. Recently, this year they</p>	<p>N/A</p>	<p>National Jewish Medical and Research Center – Jennifer Powers She raved about UMB's service,</p>

	COMPASS BANK (Banking RFP)	US BANK (Banking & Lockbox RFPs)	WELLS FARGO (Banking & Lockbox RFPs)	UMB Bank (Lockbox RFP)
	<p>cash mgmt services.</p> <p>They moved from US Bank to Compass because US Bank would not work with them on refinancing. Compass did. They like the customer service provided by their relationship banker Sam Stuckey, as well as his support staff.</p>	<p>moved their primary banking relationship to Bank One.</p> <p>Parking, Human Services and Sheriff's department are still with US Bank.</p> <p>Caroline said the Bank's staff is very knowledgeable about their products and services. The Bank's manual systems are very good. If Roberta isn't available at the Bank, the customer service level drops ("depth of customer service isn't there").</p> <p>The Sheriff's dept utilizes online services with US Bank. Caroline helped to implement this. The service works well. The online reporting is average. The detail and research reports are not very good. The ability to pull statements online is not good.</p>		<p>accuracy, and pricing. They are very happy to be with the Bank. She likes working with Matt Cammer because he is very responsive and professional.</p> <p>5,000 items/mo Retail Lockbox 10,000 items/mo Wholesale Lockbox</p> <p>The Bank allows you to own your own PO Box (a real plus). Moved from Wells Fargo to UMB 4/02. The conversion was seamless. However, they still have to maintain an a/c with Wells Fargo because clients are still sending in payments to Regulus. Wells will not let them do business directly with Regulus.</p> <p>Decision Factors in moving to UMB: #1 customer svc, #2 no outsourcing, #3 pricing.</p> <p>Lockbox errors incurred at Regulus disappeared after transferring to UMB. Very knowledgeable lockbox staff- Nancy and Mark- at UMB. Control Disbursement a/c in Morrisville, IL. They use positive pay, UnitePlus online banking, credit card processing (through Nova), custodian a/c. Jennifer said the cash management products are excellent. She did feel the investment products may be slightly better elsewhere.</p>

	COMPASS BANK (Banking RFP)	US BANK (Banking & Lockbox RFPs)	WELLS FARGO (Banking & Lockbox RFPs)	UMB Bank (Lockbox RFP)
	<p>Special Olympics Colorado – Mr. Kelly Hellman Basic operating checking a/c. No cash mgmt services. He likes their responsiveness and friendly customer service. No problems. Dick Hall, who is on their board, worked for Compass Bank. When he moved to another bank, they opted to stay because of the service.</p>	<p>Westminster- Bob Byerhof Very good service; staff is very professional and helpful proactive on update of technology; internet-based platform works well for their purposes. Technology- A little behind the curve</p>	<p>N/A</p>	<p>Westminster- Bob Byerhof Most flexible of all institutions to accommodate needs; very proactive to solve problems and improve service; procedures tailored to the needs of the City</p>