

# **AMENDMENT #2 TO REQUEST FOR PROPOSAL (RFP) FOR BANKING SERVICES**

**RFP Title:** BANKING SERVICES

**RFP Number:** CS-26-RFPBankingServices

**Issuing Companies:** District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB), Sault Ste. Marie Housing Corporation (SSMHC), and Cochrane District Services Board (CDSB)

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## **1. Purpose of Amendment**

This amendment is issued to RFP Banking Services to answer proponent's questions. All questions received were consolidated into this single document.

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## **2. Questions & Answers**

### Commercial Card Program

1. Number of cards per entity:
  - a) *DSSMSSAB – 55*
  - b) *SSMHC – 27*
  - c) *CDSB – 80*
  
2. Annual Commercial credit card spending per entity
  - a) *DSSMSSAB – varies as credit cards are not the main source of spending but currently have a \$180,000 credit limit and spend on average 25% of that per month. This is in place to ensure that purchases can continue in the next statement cycle while the previous month is being reconciled and paid.*
  - b) *SSMHC – varies as credit cards are not the main source of spending but currently have a \$100,000 credit limit and spend like the DSSMSSAB. This is in place to ensure that purchases can continue in the next statement cycle while the previous month is being reconciled and paid.*
  - c) *CDSB – \$700,000.*
  
3. What is the current process for managing credit card expense reports?
  - a) *DSSMSSAB – Individual transaction logs are completed, receipts are attached, and packages are uploaded to DocuSign for approval. Once approved, they are sent to Accounts Payable, posted in our ERP and paid via Bill Payments on our current banking platform.*
  - b) *SSMHC – Individual transaction logs are completed, receipts are attached, and packages are uploaded to DocuSign for approval. Once approved, they are sent to Accounts Payable, posted in our ERP and paid via Bill Payments on our current banking platform.*
  - c) *CDSB – Transactions are GL coded and approved and receipts attached to transactions online using USBank platform. Once a month accounting runs a data extract report and uploads the relevant information into the accounting system.*

4. Is a data feed required from the Commercial credit card platform into your ERP? If so, what is the ERP? If not, please list your ERP, TMS or accounting software currently used.
  - a) *DSSMSSAB – At this time no, but we would be open to exploring this option. We use Microsoft Dynamics 365 Business Central for accounting and Dayforce for payroll.*
  - b) *SSMHC – At this time no, but we would be open to exploring this option. We use Yardi Voyager 7S for accounting and tenant/property management.*
  - c) *CDSB - Data feed is not required as we do not have a credit card module, we would perform the data extract manually like we currently do. We use Sage300 and Yardi Voyager 7S.*
  
5. What is the annual volume for Credit Cards, and annual volume for Debit Cards?
  - a) *DSSMSSAB – See question 2 for Credit Cards. There are no debit cards.*
  - b) *SSMHC – See question 2 for Credit Cards. There are no debit cards.*
  - c) *CDSB – See question 2 for Credit Cards. There are no debit cards.*

#### Merchant Services

1. Type of customer channels in scope: in-branch counters, mail, and/or online/e-commerce?
  - a) *DSSMSSAB – requires in-branch counters for deposits and online banking platform to complete various banking and payment processing.*
  - b) *SSMHC – requires in-branch counters for deposits and online banking platform to complete various banking and payment processing.*
  - c) *CDSB – all three types of customers but we do not accept credit or debit card payments.*
  
2. Are any third-party vendors involved in fee assessment or collections (e.g., integrated library systems, case management platforms, or collection agencies)? If yes, identify them and the integration expectations.
  - a) *DSSMSSAB – Lillio is used for approximately 100 childcare parent fees. Funds are sent to our General Account as one transaction and fees are deducted separately.*
  - b) *SSMHC – none but we do refer claims to a 3<sup>rd</sup> party collection agency.*
  - c) *CDSB – No integrated services; we refer claims to a 3rd party collection agency.*
  
3. What is the expected annual volume (or % of below volume) by channel (card present, online/ecommerce, mail/telephone), and by program (i.e. Social Services or Library)?
  - a) *DSSMSSAB – 99% online/e-commerce; 1% in branch counters.*
  - b) *SSMHC – 98% online/e-commerce; 1% in branch counters; 1% card present.*
  - c) *CDSB – 0% cards, 10% cash, 45% online bill payments, 45% cheques.*
  
4. Average transaction size by use case (i.e. typical late fee vs. lost item replacement) – any large amounts outside of this average?
  - a) *DSSMSSAB – varies throughout the month and per account. Payments can be issued as low as \$100 up to batches of \$5,000,000+. Batches can include one payment up to several hundred.*
  - b) *SSMHC – varies throughout the month. Payments can be issued as low as \$100 up to batches of \$2,500,000. Batches can include one payment up to several hundred.*
  - c) *CDSB – varies throughout the month and per account. Like DSSMSSAB and SSMHC with batches averaging as high as \$2,000,000 with quantities anywhere from one to several hundred.*

5. Do you need support for recurring payments or stored credentials?
  - a) *DSSMSSAB – currently we use our ERP to manage recurring payments, which are then uploaded to our current online banking platform. We do require administrative access to an online banking platform to manager users.*
  - b) *SSMHC – currently we use our ERP to manage recurring payments, which are then uploaded to our current online banking platform. We do require administrative access to an online banking platform to manager users.*
  - c) *CDSB – Yes, recurring online bill payments so that tenants would be able to set up a recurring bill payment to us.*
  
6. Is a fulsome Merchant Solutions proposal required as part of the proponents' submission and if so, please provide the following information:
  - a) *DSSMSSAB – No. Currently use the SSMHC card-present device and send payments to DSSMSSAB due to cost as it would not be used enough to have a separate device.*
  - b) *SSMHC*
    1. Type of Terminals and Pin Pad required – one Wireless terminal.
    2. eCommerce requirements – None.
    3. Card present or card not present transactions - only card present transactions.
    4. Payment card types needed (Visa, Mastercard, Debit) - only debit.
    5. Card processing volume – approximately 5 per day.
    6. Payment software or integration requirements – none.
    7. Number locations – one.
    8. Current payment acceptance state and current merchant – Moneris.
  - c) *CDSB – no.*
  
7. Please provide an explanation of "cash handling services", referred to on page 11 under Banking Services.
  - a) *This means the ability to visit a branch for cash and cheque deposits, whether in branch or using the night deposit drop-boxes, however we are currently experiencing processing delays with the night deposit boxes.*
  
8. Do you automate payments or reporting through the incumbent financial institution leveraging their ERP/TMS/Account Software (e.g., secure file transfer protocol, APIs).
  - a) *DSSMSSAB – we currently upload payment files, input bank transfers, input bill payments and download reports. These are not automated. We would be open to any automation that might be available.*
  - b) *SSMHC – we currently upload payment files, input bank transfers, input bill payments and download reports. These are not automated. We would be open to any automation that might be available.*
  - c) *CDSB – do this for our Yardi EFTs.*

9. Do the Issuing Companies prefer a consolidated, single online banking profile with segregated access by entity, or a designated online banking profile specific for each Issuing Company?
- a) *DSSMSSAB – we would prefer a consolidated, single online banking profile with segregated access by entity including DSSMSSAB and SSMHC.*
  - b) *SSMHC – we would prefer a consolidated, single online banking profile with segregated access by entity including DSSMSSAB and SSMHC.*
  - c) *CDSB – we would be separate from the other two organizations.*

Account Transactions

1. Do you have a breakdown of the average monthly volume of transactions going through the accounts (Amount and Type)?

a) *DSSMSSAB*

<b>Account</b>	<b>Debits</b>	<b>Credits</b>
<i>General</i>	<i>84</i>	<i>44</i>
<i>Program</i>	<i>72</i>	<i>31</i>
<i>Rent Supplement</i>	<i>7</i>	<i>6</i>
<i>Reserve</i>	<i>6</i>	<i>4</i>
<i>Teraview</i>	<i>1</i>	<i>1</i>

b) *SSMHC*

<b>Account</b>	<b>Debits</b>	<b>Credits</b>
<i>Operating</i>	<i>45</i>	<i>200</i>
<i>Reserve</i>	<i>4</i>	<i>5</i>

c) *CDSB*

<b>Account</b>	<b>Debits</b>	<b>Credits</b>
<i>Operating</i>	<i>250</i>	<i>130</i>
<i>Client</i>	<i>400</i>	<i>25</i>
<i>Reserve</i>	<i>0</i>	<i>2</i>
<i>Housing</i>	<i>220</i>	<i>170</i>

2. What is the volume and frequency of cheques issued and deposited? Do you utilize the positive pay service? How are cheques deposited?

- a) *DSSMSSAB – we issue approximately 600 cheques per month, deposit approximately 65 cheques per month, we do not currently use the positive pay service, and cheques are deposited in the branch. We currently do not utilize a cheque deposit machine.*
- b) *SSMHC – we issue approximately 20 cheques per month, deposit approximately 10 cheques per month, we do not currently use the positive pay service, and cheques are deposited at the branch. We currently do not utilize a cheque deposit machine.*
- c) *CDSB – we issue approximately 510 cheques per month, deposit approximately 250 cheques per month, we do not currently use the positive pay service, and cheques are deposited using the night deposit drop-boxes or in the branch. We currently do not utilize a cheque deposit machine.*

3. How many transactions are typically processed under your Payroll Direct Deposit on a biweekly basis?
  - a) *DSSMSSAB – one payroll transaction per pay period, pulled by our payroll ERP.*
  - b) *SSMHC – no payroll transactions.*
  - c) *CDSB – 300.*
  
4. How many transactions are typically processed for Vendor Payments? What is the frequency of transactions, weekly/bi-weekly/semi-monthly?
  - a) *DSSMSSAB – varies throughout a typical month but is well over one thousand, between client vendor payments, landlord payment and accounts payable. Client payments are daily and monthly and other payments are weekly at minimum.*
  - b) *SSMHC – vendor payments are processed around three times a week; approximately 190/month.*
  - c) *CDSB – client is daily, weekly runs of 30, bi-weekly EFT runs of 160 plus one monthly EFT run of 130.*
  
5. How many pre-authorized transactions are processed for the collection of payments? What is the frequency of transactions, weekly/bi-weekly/semi-monthly?
  - a) *DSSMSSAB – monthly childcare fees of approximately 100 but completed through a third-party provider, Lillio.*
  - b) *SSMHC – approximately 270 at the beginning of the month for monthly rent; approximately 10 sporadically throughout the rest of the month.*
  - c) *CDSB – monthly incoming pre-authorized payments of approximately 630.*
  
6. Regarding payments received from bank remittances, how many payments are received monthly? Are the payment reports received via fax or electronic format?
  - a) *DSSMSSAB – 26 and were received via email. There are many other payments, however.*
  - b) *SSMHC – 270 received from bank remittances via email; 600 received from other remittances via email*
  - c) *CDSB – approximately 460 via fax.*
  
7. For outgoing wire payments, how many are to the US and how many internationally per month?
  - a) *DSSMSSAB – none.*
  - b) *SSMHC – none.*
  - c) *CDSB – maybe 3 per year to US, none internationally.*
  
8. How many internal account transfers are made per month?
  - a) *DSSMSSAB – two to five.*
  - b) *SSMHC – approximately five*
  - c) *CDSB – four.*

9. How many government remittances are made per month?
- DSSMSSAB – none as these are processed through our bi-weekly payroll impound through Dayforce. Dayforce withdraws the total payroll once biweekly and distributes all payments.*
  - SSMHC - none*
  - CDSB – three on GPFS, 1 by online bill payment, remainder are EFT or cheque.*
10. U.S. related debits and credits:
- Are payments received by ACH by payors with accounts domiciled in the USA and how many per month?
    - DSSMSSAB – no.*
    - SSMHC – no.*
    - CDSB – no.*
  - Are payments sent by way of ACH to beneficiaries in with accounts domiciled in the USA and if so, what is the frequency and number?
    - DSSMSSAB – no.*
    - SSMHC – no.*
    - CDSB – all outgoing US payments are done by wire transfer.*
11. What is the volume and frequency of cash deposits and withdrawals?
- DSSMSSAB – cash deposits are rare and we do not withdraw cash.*
  - SSMHC – approximately five cash deposits per month; no cash withdrawals.*
  - CDSB – twice weekly and average \$1,000.*

**Balances and Investments**

- What is the expected sustainable surplus consolidated account balance of all accounts for each of the issuing companies?
  - DSSMSSAB – not something that was ever discussed but continuously monitored. See question #2 below.*
  - SSMHC – not something that was ever discussed but continuously monitored. See question #2 below.*
  - CDSB – \$20M.*
- What are your average balances held in your accounts?

a. *DSSMSSAB*

<b>Account</b>	<b>Average Balance</b>
<i>General</i>	<i>\$9,000,000</i>
<i>Program</i>	<i>\$1,400,000</i>
<i>Rent Supplement</i>	<i>\$600,000</i>
<i>Reserve</i>	<i>\$10,000,000</i>
<i>Teraview</i>	<i>\$1,500</i>

b. *SSMHC*

<b>Account</b>	<b>Average Balance</b>
<i>Operating</i>	<i>\$2,000,000</i>
<i>Reserve</i>	<i>\$3,500,000</i>

c. CDSB

<b>Account</b>	<b>Average Balance</b>
<i>Operating</i>	<i>\$15,000,000</i>
<i>Client</i>	<i>\$1,000,000</i>
<i>Reserve</i>	<i>\$3,000,000</i>
<i>Housing</i>	<i>\$1,000,000</i>

3. What are your average balances allocated to short-term and long-term investments?
  - a. *DSSMSSAB – currently no investments in place.*
  - b. *SSMHC – currently no investments in place.*
  - c. *CDSB – Operating at \$8M.*
  
4. Has there been thought to consolidating the long-term debt and swaps under each entity? We would love to include an option of pricing where this is part of our proposal. Typically, the best pricing comes from when loans, deposits, and cash management are at the same bank because we can price based on the broader relationship. If this is something that you are open to, we would need the existing amortization schedule and term (maturity date) of the loans.
  - a. *DSSMSSAB – the DSSMSSAB does not currently hold any long-term debt or swaps, there are all with the SSMHC, who owns all property.*
  - b. *SSMHC – we have developed a relationship that our Board and CEO are very comfortable with and have numerous long-term financing arrangements on many different properties. Currently, there is no appetite for changing that. This can be further explored with the successful proponent.*
  - c. *CDSB – we are not looking to change our existing debt but would be open to receiving quotes for future transactions.*

Other

1. Is an armoured car service utilized?
  - d) *DSSMSSAB – no.*
  - e) *SSMHC – no.*
  - f) *CDSB – no.*
  
2. The RFP references to support for "other" bank debits and credits. Can you clarify the types of transactions this is referring to?
  - a) *Inquiries regarding transactions originating from or to other financial institutions that require investigation such as client payments issued to the wrong bank account and bank where our bank works with other banks on these matters.*
  
3. The RFP references acceptance of payments via internet banking. Can you clarify the types of payments this is referring to?
  - a) *Rent payments, for example, issued from a tenants online banking via their financial institutions bill payment feature to one of our organizations. Also, the ability for us to register payees and process Bill Payments through an online banking platform.*
  
4. "Ability to accept electronic payment files from financial institutions" - Please elaborate on this requirement.

- a) *Need to ensure that our accounts can accept EFT payments from any vendor/customer/client/tenant regardless of the financial institution they utilize. Also, to ensure that we can send and/or upload electronic pay files to the bank's website to set up outgoing EFT's or payroll direct deposits, or to process incoming pre-authorized payments from customers/clients/tenants.*
  
- 5. "Process ACH payments" – please clarify if this refers to domestic payments in CAD\$ currency (commonly known as EFT), or payments to U.S. in US\$ through the NACHA network (Automated Clearing House).
  - a) *This refers to domestic payments in CAD\$ currency (commonly known as EFT).*
  
- 6. "Acceptance of RBC reloadable payment cards for Ontario Works recipients" – please confirm if you are referring to the ability for CIBC accounts to accept payments that are processed by holders of the RBC Right Pay pre-paid card.
  - a) Correct, the ability for us to continue to utilize the RBC Right Pay Prepaid Management Application and the Visa Payment Account Tool to allow us to continue to issue Reloadable Payment Cards (RPCs) to Ontario Works clients.

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### **3. Acknowledgment**

All proponents must acknowledge receipt of this amendment in their proposal submission.

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**End of Amendment #2**

# **AMENDMENT #1 TO REQUEST FOR PROPOSAL (RFP) FOR BANKING SERVICES**

**RFP Title:** BANKING SERVICES

**RFP Number:** CS-26-RFPBankingServices

**Issuing Companies:** District of Sault Ste. Marie Social Services Administration Board, Sault Ste. Marie Housing Corporation, and Cochrane Social Services Administration Board

**Original Issue Date:** March 6, 2026

**Amendment Date:** March 18, 2026

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## **1. Purpose of Amendment**

This amendment is issued to RFP Banking Services to amend the **submission deadline** of the RFP.

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## **2. Changes to the RFP**

### **Section Date, Place and Methodology for Submitting Proposals**

#### **Original:**

Submissions for this Request for Proposal will be accepted in electronic format (preferred) or printed format (addressed as outlined below) until April 3, 2026, at 4:00 p.m. local time (Eastern).

#### **Revised:**

Submissions for this Request for Proposal will be accepted in electronic format (preferred) or printed format (addressed as outlined below) until April 10, 2026, at 4:00 p.m. local time (Eastern).

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## **3. Questions and Answers**

The contact person for this RFP is David Petersson, CFO, telephone 705-971-3507, email [d.petersson@socialservices-ssmd.ca](mailto:d.petersson@socialservices-ssmd.ca).

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## **4. Revised Timeline (if applicable)**

Release of RFP: March 6, 2026

Amendment of RFP: March 18, 2026

Question Close: March 27, 2026

Submission of Proposal: April 10, 2026

Recommendation of Award: April 24, 2026

Commencement of Transition Services: September 1, 2026

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## **5. Acknowledgment**

All proponents must acknowledge receipt of this amendment in their proposal submission.

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**End of Amendment #1**



**Social Services | Services Sociaux**  
**Zhawenimi-Anokiitaagewin**  
Sault Ste. Marie District

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**DISTRICT OF SAULT STE. MARIE SOCIAL SERVICES  
ADMINISTRATION BOARD**

**SAULT STE MARIE HOUSING CORPORATION**

**DISTRICT OF COCHRANE SOCIAL SERVICES  
ADMINISTRATION BOARD**

**REQUEST FOR PROPOSAL: BANKING SERVICES**

**OPENING DATE: MARCH 6, 2026**

**CLOSING DATE: APRIL 10, 2026**

**FILE #: CS-26-RFPBankingServices**

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## **REQUEST FOR PROPOSAL BANKING SERVICES**

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The District of Sault Ste. Marie Social Services Administration Board “DSSMSSAB”, Sault Ste. Marie Housing Corporation “SSMHC”, and District of Cochrane Social Services Administration Board “CDSB”, herein after referred to as the “Issuing Companies”, invite qualified banking organizations to submit a Proposal to provide banking services to the Issuing Companies.

During the period for Proposal preparation, any questions concerning the Terms of Reference requirements should be addressed to David Petersson, Chief Financial Officer, and emailed to: [d.petersson@socialservices-ssmd.ca](mailto:d.petersson@socialservices-ssmd.ca).

If you are in a position to formally respond to this proposal, the completed Form of Proposal and any required attachments and schedules must be submitted prior to the closing date and time. You are encouraged to make a full copy of the document for your file.

We look forward to receiving your response.

Yours sincerely,



David Petersson  
Chief Financial Officer

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## **SECTION 1**

### **INFORMATION TO PROPONENTS**

#### ***Introduction***

The Issuing Companies are requesting proposals from qualified and experienced organizations to provide banking services for a five (5) year term with an option to extend for two (2) additional five (5) year terms.

#### ***Date, Place and Methodology for Submitting Proposals***

Submissions for this Request for Proposal will be accepted in electronic format (preferred) or printed format (addressed as outlined below) until **April 10, 2026, at 4:00 p.m.** local time (Eastern). Late submissions will not be accepted and may be returned upon request at the Proponent's expense.

Electronic submissions must be sent to [corporate\\_services@socialservices-ssmd.ca](mailto:corporate_services@socialservices-ssmd.ca), with the subject line: Electronic Submission – File# CS-26-RFPBankingServices

Electronic submissions must be in .pdf format only. Links to drop boxes or other forms of cloud storage are not acceptable. Emails including the Proposal are limited to 10 MB or less for mailing purposes. If submission is larger than 10MB, send in multiple emails marked as 1 of #; 2 of #; etc. Electronic submissions must meet the requirements of printed submission; save and except the provision of multiple copies. The date stamp provided by the Issuing Companies' email server will be the official time of receipt. Delays may develop during delivery of electronic submissions and Proponent's should submit their proposal well in advance of the time and date set for closing. The Issuing Companies accept no responsibility for these delays.

Proponents agree to submit a printed original version of their electronically submitted Proposal including all attachments immediately upon request only by mail, courier or hand delivery.

Printed submissions for this Request for Proposal will be accepted although it is preferred that an electronic version be submitted.

Printed submissions must be sealed in an envelope or package properly marked as to contents ("CS-26-RFPBankingServices") and may be delivered by mail, courier, or hand delivery to:

Attn: David Petersson, CFO  
District of Sault Ste. Marie Social Services Administration Board  
548 Albert St. East  
Sault Ste. Marie, Ontario, P6A 7A7

Proposals should be limited to thirty-five (35) pages, single sided including appendices; a Letter of Introduction; and required completed Form of Proposal (Section 3). For printed submissions, one (1) complete set of the Proposal documents is to be submitted.

The Issuing Companies reserve the right to reject any or all Proposals and the lowest or any Proposal will not necessarily be accepted.

The Contact Person for this RFP is David Petersson, CFO, telephone 705-971-3507, email [d.petersson@socialservices-ssmd.ca](mailto:d.petersson@socialservices-ssmd.ca).

It will be the Proponent's responsibility to clarify any questions before submitting a Proposal. A written addendum issued by the Issuing Companies is the only means of changing, amending or correcting this RFP. In the process of responding to this RFP, the Proponent should not utilize any information obtained outside this protocol.

### ***Errors, Omissions, Clarifications***

During the period for Proposal preparation, any questions concerning the Terms of Reference requirements or General proposal process, should be directed to David Petersson, CFO at [d.petersson@socialservices-ssmd.ca](mailto:d.petersson@socialservices-ssmd.ca).

### ***Withdrawal/Decline of Proposal***

Proponents will be permitted to withdraw their Proposal, unopened, after it has been submitted, if such a request is received prior to the time specified for the opening of Proposals.

### ***Informal Proposals***

Proposals are to conform to the terms and conditions set out herein. Proposals which are incomplete, conditional, or obscure, or which contain additions not called for, erasures, alterations, errors, or irregularities of any kind, may be rejected as informal. All Proposals must be legibly signed by an authorized officer of the Proponent's firm.

### ***Proposal Evaluation***

The successful Proponent will be selected based on an evaluation of the proposal utilizing a rating system which considers the requirements mentioned below. A committee composed of each Issuing Company's staff will be used in the selection process. The Proponent shall outline:

1. Firm's and team's expertise in services of similar scope. Include relevant experience with municipal services and professional representative experience, including references requested;
2. Demonstrated understanding of Accounts and Services, outlined methodology and responsiveness to requirements and expectations; ease and convenience of services;
3. A detailed schedule recognizing critical deliverables, including transitions and service level deliverables; and
4. A fee schedule outline for Charges/Fees and Interest Rates (showing HST as extra). No further payment will be made above these fees unless authorized in advance by the Issuing Companies.

The above list of criteria represents areas which are to be specifically addressed in the proposal. For clarity, the evaluation will be weighted as follows: Firm and team expertise – 10%; Demonstrated understanding of accounts and services – 10%; Detailed schedule and deliverables – 10%; Fee schedule – 70%. The evaluation process will not necessarily be limited to these areas. Other criteria not specifically listed above may also receive consideration. The order in which the criteria are listed does not indicate the weighting of the evaluation.

The Issuing Companies reserve the right, in their sole and absolute discretion, to select a preferred Proponent with which to negotiate a final contract, terminate the proposal, call or reject any, and all, Proposals.

The Issuing Companies will endeavor to complete the evaluation process within a reasonable time frame. The Issuing Companies reserve the right to contact Proponents to seek clarification of the proposals, as submitted, to assist in the evaluation process. Interviews may be required. Please see Paragraph 1.10 concerning costs incurred associated with attendance at such interviews.

**IMPORTANT:** The decision of the Issuing Companies with respect to this Request for Proposals is considered final. In submitting a Proposal, Proponents agree that there is no recourse to the Issuing Companies for its decision.

### ***Proposal Left Open***

The Proponent shall keep their Proposal open for acceptance for ninety (90) days after the closing date.

### ***Schedule***

- A. Release of RFP: March 6, 2026
- B. Question Close: March 27, 2026
- C. Submission of Proposal: April 10, 2026
- D. Recommendation of Award: April 24, 2026
- E. Commencement of Transition Services: September 1, 2026

The Issuing Companies reserve the right to alter the scheduling of items “D” to “E”. Proponents are asked to designate one contact person to whom any additional information deemed to be relevant to the Proposal may be communicated. A complete list of contacts, including telephone and email address, shall be included in the Proposal.

### ***Incurred Costs***

The Issuing Companies will not be liable for, nor will they reimburse, any Proponent for costs incurred in the preparation of Proposals or any other costs such as preparation for, and attendance at interviews, which may be required as part of the evaluation process.

Whenever possible, at the sole determination of the Issuing Companies, additional information and/or clarifications will be obtained by telephone or other electronic means.

### ***Alterations to Documents***

No reproduction or alteration of the original document will be permitted under any circumstance. The Proponent shall not change the wording of the proposal after submission; and no words or comments shall be added to the general conditions or detailed specifications unless requested by the Issuing Companies for the purpose of clarification.

### ***Confidentiality & Post-Award Comment***

No Proponent shall have the right to review or receive any information with respect to a proposal, documentation, or information submitted by any other Proponent. The content of the proposal, and all documentation, and information shall be held in confidence by the Issuing Companies subject only to the provision of freedom of information and privacy legislation, including without limitation, the Municipal Freedom of Information and Protection of Privacy Act.

Post-Award Comment by the Issuing Companies regarding this Request for Proposal will be limited to written notification to all Proponents of the successful Proponent's name and address only— no further debriefing will be provided. In submitting a Proposal, Proponents acknowledge and agree to this provision.

### ***Municipal Freedom of Information & Protection of Privacy Act***

The Issuing Companies are governed by the provisions of the Municipal Freedom of Information and Protection of Privacy Act. All documents submitted in response to this Request for Proposal become the property of the Issuing Companies and as such will be subject to the disclosure provisions of the Act. The Act gives people the right to access information held by the municipality. The right of access is subject to exemptions contained in the Act.

### ***Indemnification and Insurance***

The successful Proponent will indemnify and save harmless the Issuing Companies against and from all actions, causes of action, interest, claims, demands, costs, damages, expenses or loss which the Issuing Companies may bear, suffer, incur, become liable for, or be put to by reason of any damage to property or injury or death to persons by reason of, arising out of or in consequence of breach, violation of non-performance by the successful Proponent of any provision of the agreement, or by reason of or arising out of the use of the premises or in connection with the work covered by this contract, or by reason of or arising out of any act, neglect or default by the successful Proponent or any of its agents or employees or any other person or persons, in, on, or about the premises.

The rights to indemnity contained in this section shall survive any termination of the agreement, anything in this agreement to the contrary notwithstanding.

In addition to the Insurance required for compliance with the requirements of the Issuing Companies, the successful Proponent shall also maintain Professional Liability Insurance as it may be required and appropriate for the Project.

## ***Agreement for Services***

The Proposal submitted by the successful Proponent and the RFP as issued and amended shall act as the basis of the Agreement for banking services. The successful Proponent will be required to enter into separate agreements with each of the following entities:

1. *District of Sault Ste. Marie Social Services Board "DSSMSSAB"*
2. *Sault Ste. Marie Housing Corporation "SSMHC"*
3. *District of Cochrane Social Services Administration Board "CDSB"*

These agreements will be executed independently and will not constitute a single, joint, or collective contract. Each company will manage and administer its own contractual relationship with the successful Proponent. The successful Proponent shall provide copies of all agreements that would be executed and these agreements are to accompany the Proponent's original proposal. The Agreement is subject to review and modification by each Issuing Company.

This clause is intended to ensure appropriate review prior to execution; however, Proponents should note that Issuing Companies may reference or adopt a standard banking services agreement where appropriate.

## **SECTION 2**

### **TERMS OF REFERENCE**

#### ***Introduction***

The District of Sault Ste. Marie Social Services Administration Board “DSSMSSAB”, Sault Ste. Marie Housing Corporation “SSMHC”, and District of Cochrane Social Services Administration Board “CDSB”, herein after referred to as the “Issuing Companies” are requesting proposals from qualified and experienced Canadian banking institutions, to provide banking services to the Issuing Companies.

Proposals are invited from Banks listed in Schedule I of the Bank Act or Credit Unions under the Credit Unions and Caisses Populaires Act.

The Issuing Companies’ bank accounts are to always be fully accessible, offering a full range of services, which are easy to use and are managed with reasonable service response levels to support staff. Proponents are to provide the location of the branch they are proposing as the main branch and outline their service level support profiles.

For DSSMSSAB & SSMHC, the branch location must be within a fifteen (15) kilometer radius of the Issuing Companies main office located at 548 Albert Street East, Sault Ste. Marie, ON P6A 7A7. Any deposit or cash handling location proposed must also meet this 15-kilometer requirement.

For CDSB, the deposit branch locations must be available in Timmins, Matheson, Iroquois Falls, Cochrane, Kapuskasing, Moosonee, Hearst, and the main branch located within the District of Cochrane, which includes a deposit location. Should the proponent not have branches in each of the communities listed, the proponent shall propose alternate solutions as part of the submission.

The transition of the Banking Services is expected to commence in September 2026. The period of services is requested for an initial five (5) year term, with the option to negotiate to extend for two (2) additional five (5) year term upon mutual consent.

The information contained herein is to facilitate the preparation of your proposal submission. You are free to add any additional information which you believe to be informative for your proposal.

#### ***Banking Services Scope & Requirements***

The Issuing Companies strive to maximize efficiency with extensive use of electronic banking services. The following summarizes the current structure of bank accounts and banking services required:

## **Bank Accounts**

The Issuing Companies have multiple accounts with varying levels of activity, including the following:

### **DSSMSSAB:**

General Account  
Program Account  
Rent Supplement Account  
Reserve Account  
Teraview Account

### **SSMHC:**

Operating Account  
Reserve Account

### **CDSB:**

Admin Account  
Client Account  
Reserve Account  
Housing Account

## **Banking Services**

The banking services required by the Issuing Companies include the following:

- One main contact person assigned to assist the Issuing Companies with inquiries, problem resolution, account maintenance, etc.
- Electronic access to banks accounts and transactions
- Administrative function to manage electronic access to the various banking services to allow for segregation of duties
- Daily Summary & Daily Transaction Reports of all account balances
- Electronic access to monthly statements including access to cheque and deposit images
- Ability to accept electronic payment files from financial institutions
- Access to support for “other” bank debits and credits (preferably electronic)
- Details of monthly interest income calculation and Service Fees
- Ability to electronically transfer funds between Issuing Companies accounts
- Process ACH payments
- Cheque audit process (payee match)
- Wire payments (with dual approval)
- Stop payments - electronic
- Automatic withdrawals for specified vendors (i.e. lease payments)
- Access to bank reconciliation transactional file
- Biweekly payroll direct deposits
- Acceptance of Merchant VISA, Mastercard, AMEX and Debit Card payments
- Preauthorized Personally Approved Payment service & Pre-Authorized Withdrawals
- Cash Handling Services
- Acceptance of payments via internet banking
- Pre-printed deposit books
- Acceptance of RBC reloadable payment cards for Ontario Works recipients
- Ability to recall direct bank deposits and receive a confirmation notice from the bank that the recall notice has been received
- Commercial credit card platform
- Cheque deposit machine for each Issuing Company location

## ***Security***

Compliance with defined cybersecurity and data protection standards, including adherence to recognized industry best practices and standards, mandatory data breach notification protocols, and the use of Canadian-based servers for storage of confidential Issuing Companies information unless otherwise approved in writing.

## ***Line of Credit & Overdraft Protection***

The Issuing Companies do not currently have any short-term borrowings. Each entity listed under the Issuing Companies have By-Laws relating to borrowings for capital and operating needs. Lines of credit and overdraft protection may be required.

DSSMSSAB has by-laws allowing borrowings of \$4 million for capital and operating needs. Lines of credit for these amounts are required.

CDSB has overdraft protection for each listed account of \$1 million for capital and operating needs. Overdraft protection for these amounts is required.

## ***Investments***

Provide options for short-term and long-term investment opportunities for both the Issuing Companies.

## ***Ability and Experience of Proponents***

The Proponent shall be able to provide satisfactory evidence that they have the ability, financial expertise, experience, and capital and facility to provide the requested banking services successfully.

Provide an outline of previous undertakings of a similar size, scope and complexity. Provide background and experience of key personnel. Provide your firm's approach to customer service, support and quality management.

## ***References***

Provide at least three clients (one of which should be a government funded agency) for whom you have provided banking services, and the number of years serviced for each. Provide the name, title and telephone number of a contact for each client should the Issuing Companies wish to discuss your services' performance with them.

## ***Transition and Scheduling***

The Issuing Companies are anticipating a transition commencing in September 2026. The Issuing Companies use electronic banking solutions extensively. These electronic solutions are integrated with our financial processes and systems. The transition will affect many areas of our business. Thus, it is imperative that the transition is well planned and executed. Proponents are encouraged to provide details of how your organization will assist in making this transition as efficient as possible with minimal interruption to the Issuing Companies, including proposed timelines on the process and identification of responsibilities of the Issuing Companies and your organization.

Indicate whether the Proponent is willing to assist with the cost of the Issuing Companies making a change in financial institutions, if necessary (i.e., software costs, set up costs, etc.). For example, Proponents may indicate that there would be no cost to the Issuing Companies or may propose a set percentage reduction (such as a 50% discount) on any transition-related costs.

### ***Methodology***

Proponents should include details of their methodology on provision of banking services including:

- Extent and scope of electronic banking options
- Ease and convenience of banking services
- Managing cash handling services and turn-around times
- Ease and cost of transition
- Value added services
- Additional information which you believe to be informative for your proposal

### ***Fees Schedule***

Proponents shall provide a fee schedule for the Services proposed.

### ***Charges and Fees***

Information on your financial institution's fee structure and billing information must be provided and in particular please address the following:

1. Flat rate or per item service charge for each type of transaction or service
2. Cost of any necessary software, etc.

### ***Interest Rates***

Provide the interest rate (shown as prime plus/minus %) that the Issuing Companies would earn on its accounts and the interest rate (shown as prime plus/minus%) that the Issuing Companies would pay on a line of credit.

A Cost Summary Form is provided, in Section 4 – Appendix A – for providing Fee Schedule pricing proposed.

## **SECTION 3**

### **FORM FOR PROPOSAL**

Mr. David Petersson  
Chief Financial Officer  
548 Albert St. E.  
Sault Ste. Marie, ON P6A 7A7

I/We the undersigned, hereby submit the attached Proposal to satisfy the requirements laid out by the District of Sault Ste. Marie Social Services Administration Board “DSSMSSAB”, Sault Ste. Marie Housing Corporation “SSMHC”, and District of Cochrane Social Services Administration Board “CDSB”, herein after referred to as the “Issuing Companies”.

I/We have reviewed and understand the Information to Proponents (Section 1) of the RFP and agree to the terms and conditions contained therein in submitting this Proposal.

I/We agree that this Proposal is made without any connection, knowledge, or comparison of figures or arrangements with any other person submitting a Proposal for the same purpose and is in all respects fair and without collusion or fraud.

It is further understood and agreed that the lowest cost or any Proposal will not necessarily be accepted and that the Issuing Companies reserve the right in their absolute discretion to reject any or all Proposals, or accept the Proposal deemed most acceptable to the Issuing Companies. The Issuing Companies reserve the right to negotiate with the successful Proponent to finalize the terms and conditions of the Proposal under separate agreements with each entity.

This “**Form of Proposal**” must be completed, legibly signed, and returned as part of the Proposal submission to qualify.

\_\_\_\_\_  
NAME OF FIRM

SEAL

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
CITY    POSTAL CODE

\_\_\_\_\_

\_\_\_\_\_  
SIGNING OFFICER SIGNATURE

\_\_\_\_\_  
WITNESS' SIGNATURE

\_\_\_\_\_  
SIGNING OFFICER'S NAME (please print)

\_\_\_\_\_  
TELEPHONE NUMBER

\_\_\_\_\_  
PRINCIPAL CONTACT EMAIL

\_\_\_\_\_  
DATE

## **SECTION 4**

### **APPENDIX A**

#### ***FEE SCHEDULE – COST SUMMARY FORM***

Summarize your pricing for the services listed, and others that apply.

BANK / CORPORATION:

<b><u>BANKING SERVICE</u></b>	<b><u>COST PER SERVICE (If Applicable)</u></b>	<b><u>INTEREST RATE PROVIDED (If Applicable)</u></b>
Account Fee		
Statement Fee		
Users with Electronic Access		
Account image fee		
Cheque fee		
ACH payments		
Wire transfers		
Stop payments		
On-line account transfers		
Payroll direct deposits		
Government Payment Filing Service access		
Branch deposits		
EFT (incoming)		
EDI		
Interest Rates		
NSF		
Commercial Credit Card		
DSSMSSAB/SSMHC/CDSB as an online bill payee for one or more accounts under each entity		
Overdraft Protection		
Line of Credit		
Short-Term Investments		
Long-Term Investments		
Short-Term Borrowing		
Long-Term Borrowing		