

Three Question Matrix and Reference Checks
RFP No. R1170501P1
Master Banking Services

Ranking	1	2
Company Name	Well Fargo Bank N.A.	TD Bank N.A.
Questions		
1. Have the vendors taken any exceptions to the County's Standard Terms and Conditions?	<p>YES</p> <p>Article 5, Indemnification Article 9, Miscellaneous, Section 9.1, Rights in Documents and Work; and Section 9.20, HIPAA Compliance.</p>	<p>YES</p> <p>Article 1, Section 1.1, Agreement Definition Article 4, Sections 4.2.1 and 4.2.3, Subcontractors Article 6, Insurance, Sections 6.2, 6.3, 6.7, 6.8, 6.9 Article 7, Termination Article 8, EEO and CBE Compliance Article 9, Miscellaneous; Sections: 9.1, Rights in Documents and Work; 9.3, Audit Rights and Retention of Records; 9.8, Notices; 9.9, Assignment and Performance; 9.16, Priority of Provisions; 9.19, Prior Agreements; 9.20 HIPAA Compliance; and Agreement Exhibits: Exhibit B, Prevailing Wage Rates Exhibit C, Prevailing Wages Statement of Compliance Exhibit D, Letters of Intent Exhibit F, Certification of Payments to Subcontractors and Suppliers</p>
2. Do the vendors have comparable government experience?	<p>Palm Beach County Clerk, FL Miami Dade County, FL Leon County, FL</p>	<p>City of Pembroke Pines, FL State of Vermont Anderson County, SC</p>
3. Have the vendors' references been checked?	<p>YES (Attached)</p>	<p>YES (Attached)</p>

Solicitation
Number

R1170501P1

PROJECT TITLE (Exactly as on RLI): Master Banking Services

Proposing FIRM (Name exactly as provided in proposal):

Bank of America, N.A.

Date of Verification: 02/17/2014

Reference Organization: Martin County

Services Provided:

Reference is only for Purchasing Card/E-Payables.

Person Contacted: Mike Kittel

Title of Contact: Contract Coordinator, Purchasing

Telephone: 772-419-6946

Questions

1. How long have you been a client of this bank? 5 Years
2. Were you satisfied with the firms overall performance? **Yes** X **No**
3. Would you engage this firm again? **Yes** X **No**
4. How would you rate customer service provided by this firm? %
(1 to 5; 1 = poor, 5 = excellent)

Additional comments provided by Owner's contact:

They have a great customer service representative. In addition, the bank technical
support is very knowledgeable.



Lori Fortenberry
2014.02.17 13:58:23 -05'00'

Taken via telephone by Lori Fortenberry, Investment & Finance Coordinator **Date**

Solicitation
Number R1170501P1

PROJECT TITLE (Exactly as on RLI): Master Banking Services

Proposing FIRM (Name exactly as provided in proposal):

Bank of America, N.A.

Date of Verification: 02/18/2014

Reference Organization: School Board of Broward County

Services Provided:

Purchasing Card

Person Contacted: Carmelo Guerra

Title of Contact: Purchasing Card Coordinator

Telephone: 754-321-0526

Questions

1. How long have you been a client of this bank? 12 Years
2. Were you satisfied with the firms overall performance? Yes X No
3. Would you engage this firm again? Yes X No
4. How would you rate customer service provided by this firm? 5
(1 to 5; 1 = poor, 5 = excellent)

Additional comments provided by Owner's contact:

The program started at \$49k 12 years ago and went as high as \$20 million. He expects
the program will increase to \$25 - \$30 million over the next few years.

 Lori Fortenberry
2014.02.18 09:29:47 -05'00'

Date

Taken via telephone by Lori Fortenberry, Investment & Finance Coordinator

Solicitation
Number

R1170501P1

PROJECT TITLE (Exactly as on RLI): Master Banking Services

Proposing FIRM (Name exactly as provided in proposal):

Bank of America, N.A.

Date of Verification: 02/18/2014

Reference Organization: City of Port St. Lucie

Services Provided:

Merchant Services since 2001

Banking Services for over 15 years

Procurement Card since 1997

Person Contacted: Cheryl Shanaberger

Title of Contact: Deputy Director of Office of Management and Budget

Telephone: 772-871-7390

Questions

1. How long have you been a client of this bank?

See above

2. Were you satisfied with the firms overall performance?

Yes X No

3. Would you engage this firm again?

Yes X No

4. How would you rate customer service provided by this firm? Banking – 5; P-Card – 4

Merchant Svcs – 3 to 4

(1 to 5; 1 = poor, 5 = excellent)

Additional comments provided by Owner's contact:

They are having issues with Merchant Services that they access via Cyber Source.

No issues with Banking, the bank just reduced the required compensating balances.

P-Card is fantastic. Part of a Consortium based out of Hillsborough County.



Lori Fortenberry
2014.02.18 10:43:21 -05'00'

Date

Taken via telephone by Lori Fortenberry, Investment & Finance Coordinator

Solicitation
Number

R1170501P1

PROJECT TITLE (Exactly as on RLI): Master Banking Services

Proposing FIRM (Name exactly as provided in proposal):

TD Bank, N.A.

Date of Verification:

2/6/14

Reference Organization: City of Pembroke Pines, FL

Services Provided:

Full Operating Relationship, lockbox

Person Contacted: Rene Gonzalez

Title of Contact: Finance Director

Telephone: 954-435-6515

Questions

1. How long have you been a client of this bank?

15 years

3 yrs w/TD

2. Were you satisfied with the firms overall performance?

Yes ☒

No ☐

3. Would you engage this firm again?

Yes ☒

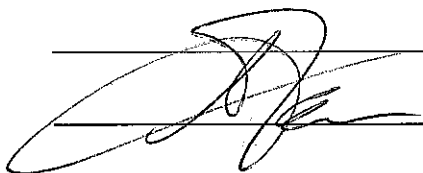
No ☐

4. How would you rate customer service provided by this firm?

5

(1 to 5; 1 = poor, 5 = excellent)

Additional comments provided by Owner's contact:



Date

2/6/14

Taken via telephone by Stephen Farmer, Investment & Finance Coordinator

Solicitation
Number

R1170501P1

PROJECT TITLE (Exactly as on RLI): Master Banking Services

Proposing FIRM (Name exactly as provided in proposal):

TD Bank, N.A.

Date of Verification:

2/3/14

Reference Organization: Anderson County, SC

Services Provided:

Full Operating Relationship, Including Lockbox

Person Contacted: Jason Phillips

Title of Contact: Treasurer

Telephone: (864) 260-4033

Questions

1. How long have you been a client of this bank?

8 years 2006

2. Were you satisfied with the firms overall performance?

Yes ☒ No ☐

3. Would you engage this firm again?

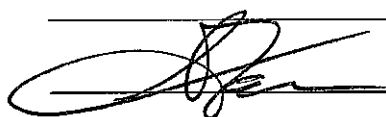
Yes ☒ No ☐

4. How would you rate customer service provided by this firm?

4
(1 to 5; 1 = poor, 5 = excellent)

Additional comments provided by Owner's contact:

No complaints



2/3/14
Date

Taken via telephone by Stephen Farmer, Investment & Finance Coordinator

Solicitation
Number R1170501P1

PROJECT TITLE (Exactly as on RLI): Master Banking Services

Proposing FIRM (Name exactly as provided in proposal):

Wells Fargo Bank, N.A.

Date of Verification: February 3, 2014

Reference Organization: Palm Beach County Clerk

Services Provided:

Lockbox, Cash Vault, Desktop Deposit, ACH, Fraud Protection Services, ZBA, Account Recon
Services, CEO Information Reporting, Payment Manager, Comm Card w/AP Control, Sweep

Person Contacted: Darlene Malaney

Title of Contact: Director of Finance

Telephone: 561-355-2306

Questions

1. How long have you been a client of this bank? 7+ years (RFP lists 40+)

2. Were you satisfied with the firms overall performance? **Yes** x **No** _____

3. Would you engage this firm again? **Yes** x **No** _____

4. How would you rate customer service provided by this firm? 4
(1 to 5; 1 = poor, 5 = excellent)

Additional comments provided by Owner's contact:

Some bumps going through the transition of Wachovia to Wells Fargo two years ago,
which was like any new bank transition.



Lori Fortenberry
2014.02.07 16:53:02 -05'00'

Date

Taken via telephone by Lori Fortenberry, Investment & Finance Coordinator

Solicitation
Number R1170501P1

PROJECT TITLE (Exactly as on RLI): Master Banking Services

Proposing FIRM (Name exactly as provided in proposal):

Wells Fargo Bank, N.A.

Date of Verification: February 3, 2014

Reference Organization: Miami Dade County

Services Provided:

WFED, E-Box, Lockbox, Cash Vault, Desktop Deposit, ACH, Fraud Protection Services,

ZBA, Account Recon Services, CEO Information Reporting, Payment Manager

Person Contacted: Chris Hill

Title of Contact: Chief Portfolio Manager

Telephone: 305-375-5134

Questions


1. How long have you been a client of this bank? 20+ Years

2. Were you satisfied with the firms overall performance? **Yes** x **No** _____

3. Would you engage this firm again? **Yes** x **No** _____

4. How would you rate customer service provided by this firm? 4
(1 to 5; 1 = poor, 5 = excellent)

Additional comments provided by Owner's contact:



Lori Fortenberry

2014.02.07 16:52:38 -05'00'

Date

Taken via telephone by Lori Fortenberry, Investment & Finance Coordinator

Solicitation
Number R1170501P1

PROJECT TITLE (Exactly as on RLI): Master Banking Services

Proposing FIRM (Name exactly as provided in proposal):

Wells Fargo Bank, N.A.

Date of Verification: 2/6/2014

Reference Organization: Leon County Clerk of Courts

Services Provided:

Master/sub accounts, controlled disbursement, lockbox, cash vault, CEO information
reporting, data transmission, positive pay, account reconciliation

Person Contacted: Norma Parrish

Title of Contact: Treasury Manager

Telephone: 850-577-4043

Questions

1. How long have you been a client of this bank? 20+ years
2. Were you satisfied with the firms overall performance? **Yes** X **No**
3. Would you engage this firm again? **Yes** X **No**
4. How would you rate customer service provided by this firm? 5
(1 to 5; 1 = poor, 5 = excellent)

Additional comments provided by Owner's contact:

They give outstanding customer service even in the evenings. They have gone out to bid
several times and Wells Fargo keeps winning.



Lori Fortenberry
2014.02.14 15:14:44 -05'00'

Date

Taken via telephone by Lori Fortenberry, Investment & Finance Coordinator