



REQUEST FOR PROPOSALS

BANKING SERVICES
FOR THE
FINANCE DEPARTMENT
CITY OF PASADENA, CALIFORNIA

Attachments:

A - Master Services Contract

B - REQUIRED FORMS - AAs - SIG-LEGAL-STATUS - DECLARATION OF NONCOLUSION 08022024 v2

D - Professional Services with InformationTechnology

E - CONFLICT_OF_INTEREST (5)

F - Pasadena_Taxpayer_Protection_Amendment_Disclosure (2)

H - DESIGNATED REPRESENTATIVESdocx

I - RELEVANT EXPERIENCE FORM



1. Introduction

1. Summary

The City of Pasadena (City or Pasadena) is seeking professional **Banking Services** from qualified firms as outlined in this RFP. The scope of this solicitation will encompass all general and payroll accounts.

The financial institution must be a federal or state-chartered banking entity as defined in the State of California Government Code and be a qualified depository of public funds pursuant to California Government Code Section 53648. The institution must collateralize the City's deposits pursuant to all applicable sections of the California Government Code as well as enter into a collateralization agreement for public funds. The institution must have at least a "satisfactory" Community Reinvestment Act (CRA) rating and have at least a satisfactory rating from a nationally recognized bank rating service. The proposing financial institution must also have a full-service branch location within the limits of the City of Pasadena and provide a dedicated governmental services unit.

2. Background

The City of Pasadena is an ethnically diverse community that is home to approximately 142,017 people. Pasadena is the ninth-largest city in Los Angeles County. It is one of the primary cultural centers of the San Gabriel Valley. The City covers approximately 22.5 square miles, with an average of ten residents per acre. The median age of its residents is approximately 36.9 years. There are over 100,000 jobs in a wide variety of industries in the City of Pasadena.

Pasadena is a Charter City, incorporated in 1886, and operates under a Council-Manager form of government. Pasadena is an ethnically diverse community that is home to approximately 140,631 people making it the 183rd -largest city in the United States. Pasadena is the ninth-largest city in Los Angeles County. It is one of the primary cultural centers of the San Gabriel Valley. The City covers approximately 22.5 square miles, with an average of ten residents per acre. The median age of its residents is approximately 36.9 years. There are over 100,000 jobs in a wide variety of industries in the City of Pasadena.

The City of Pasadena currently maintains its primary commercial banking Relationship with one depository institution. In Fiscal Year 2025 (July 1 2024-June 30, 2025) the City total spending budget was \$1.5 billion. The City averaged approximately \$1 million per day in credit transactions and an approximate equal amount of total debit transactions.

The intent of this competitive selection process is to provide qualified financial institutions an equal opportunity to submit a proposal to provide services for the City's extensive banking operation.

3. Contact Information

Deadline for Questions



The deadline to submit questions related to this solicitation is Monday, June 29, 2026, prior to 12:00 pm.

Questions regarding this solicitation should be submitted directly through the City's eProcurement Portal Q&A function. Do not contact any City employee or official regarding this solicitation. Any questions submitted after the date and time specified may not be considered.

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Department:

Finance Department

4. Timeline

Release Project Date	June 22, 2026
Question Submission Deadline	June 29, 2026, 12:00pm
Proposal Submission Deadline	July 9, 2026, 3:00pm



2. General Instructions

1. ***NOTICE REGARDING DISCLOSURE OF CONTENTS OF DOCUMENT***

All responses to this Request for Proposal (RFP) accepted by the City of Pasadena (City) shall become the exclusive property of the City. At such time as the City Manager recommends a contractor to the City Council, and such recommendation, with any recommended contract appears on the Council agenda, all proposals accepted by the City shall become a matter of public record and shall be regarded as public, with the exception of those elements of each proposal which are defined by the contractor as business or trade secrets and plainly marked as "Trade Secret", "Confidential" or "Proprietary". Each element of a proposal which a contractor desires not to be considered a public record must be clearly marked as set forth above, and any blanket statement (i.e. regarding entire pages, documents or other non-specific designations) shall not be sufficient and shall not bind the City in any way whatsoever. If disclosure is required or permitted under the California Public Records Act or otherwise by law, the City shall not in any way be liable or responsible for the disclosure of any such records or part thereof.

2. ***Electronic Submission and Delivery Instructions***

Parties interested in responding are required to submit proposals electronically through the City of Pasadena's [eProcurement Portal](#) no later than 3:00 pm on Thursday, July 9, 2026. Please upload sufficiently early electronically through the city's eProcurement Portal before the time and day listed in the Notice Inviting Proposals. Proposals must be received in the system prior to the deadline.

The entire proposal must be formatted on standard-size 8½"x11" pages; 12 point font only. The "Technical Proposal," "Additional Data," and "Statement of Qualifications" can be no more than 100 grand total pages.

The Price Proposal must include all costs associated with the Technical Proposal as described in the Price Proposal instructions in the "[#Proposer's Submittals/Checklist](#)."

The Technical Proposal should disclose your technical approach in as much detail as possible, including, but not limited to, the requirements of the technical proposal instructions. Along with all required forms and submittals (See [#Attachments](#), and [#Proposer's Submittals/Checklist](#). No Pricing shall be included in this part.

Proposals received after the Proposal Deadline may not be accepted by the City.

3. ***Separation of Technical, and Price Proposals***

The proposal must be prepared in two parts: a "Technical Proposal" and a "Price Proposal." Each of the parts shall be separate and complete in itself so evaluation of one may be accomplished separate from the evaluation of the other.



1. The Technical Proposal should disclose your technical approach in as much detail as possible, including, but not limited to, the requirements of the technical proposal instructions. Along with all required forms and submittals (See [#Attachments](#), and [Submittals/Checklist](#). No Pricing shall be included in this part.

2. The Price Proposal must include all costs associated with the Technical Proposal as described in the Price Proposal instructions in the "[Submittals/Checklist](#)."

Parties interested in responding are required to submit their Price Proposal with their Technical proposal through the City's eProcurement Portal.

The pricing must include the total price proposed to accomplish all the performance and deliverables requested in this RFP, and offered by your firm. Each Proposer must submit a Price Proposal containing all costs associated with the technical proposal. The price proposal shall describe both the total and the detailed price for which the consultant will commit to complete the total scope of work and end products. The price proposal detail shall describe costs for each professional's time, for the completion of each proposed task, and for all materials and supplies.

The fee information is relevant to a determination of whether the fee is fair and reasonable in light of the services to be provided. Costs shall include the proposed costs and, if necessary, the approximate number of hours to provide the services as described in your proposal. Any additional fees outside the scope of the agreement must be approved in writing before commencing services for said fees. Vendor's RFP response must be inclusive of all costs and expenses associated with travel, lodging, and any other incidental costs. The City will not separately reimburse costs not included in the proposal.

4. Pre-Proposal Meeting

See the "Timeline" in the Introduction section ([#Introduction](#)). If there is a Mandatory pre-proposal meeting, bidders/proposers are required to attend at the time, date, and location included in the Timeline. If there is a Non-Mandatory pre-proposal meeting, bidders/proposers are not required to attend.

Each bidder/proposer will have the opportunity to clarify and ask questions regarding the Specifications. The Pre-Proposal Meeting will be held at the time, date, and location in the Timeline of this solicitation.

5. Definitions

The words (A) "City", (B) "Department", (C) "Director", or (D) "Contractor", as used in this RFP, shall be understood to refer respectively to (A) the City of Pasadena, California; (B) the several departments therein; (C) the directors of the several City departments; or any of their properly authorized assistants; and (D) the person, firm or corporation with whom the contract is made by said City or the agent or legal representative who may be appointed to represent such person, firm or corporation in the signing and performance of said contract.



3. Scope of Work

Overview

The City of Pasadena is seeking the services of a qualified financial institution to provide banking services for all general, payroll and other associated City accounts.

For pricing purposes, the average monthly unit volumes for each demand account are outlined in Section 7.1 Attachments, Pricing Matrix for General Banking Services.

1. Overview

The City of Pasadena is seeking the services of a qualified financial institution to provide banking services for all general payroll and other associated City accounts including a Purchasing Card program.

For pricing purposes, the average monthly unit volumes for each demand account are outlined in the price proposal section, Pricing Matrix for General Banking Services.

2. Requirements

To be considered for selection, the financial institution must meet the following requirements and provide the following information:

Qualifications

- The financial institution must be a federal or state chartered commercial banking institution as defined in the California Government Code.
- The financial institution must be a qualified depository of public funds pursuant to California Government Code Section 53648.
- The institution must collateralize the City's deposits pursuant to all applicable sections of the California Government Code as well as enter into a collateralization agreement for public funds.
- The proposing financial institution shall provide the current level of public fund deposits and related collateral market value. A recent collateral trust statement shall also be submitted with the proposal.
- The institution must have at least a satisfactory Community Reinvestment Act (CRA) rating and a "satisfactory" rating from a nationally recognized bank rating service. A copy of the bank's most recent CRA rating shall be included with the proposal.
- The financial institution shall provide key measures of financial strength, including ratings from nationally recognized rating service(s) and bank rating services.
- The financial institution shall submit with their proposal copies of the most recently audited financial statements for the last three years.
- The proposing financial institution must have a full-service branch located within the Pasadena city limits. This branch must also include a dedicated governmental services unit. Proposer shall provide a list of branch locations within the City.
- The proposing institution must be currently providing banking services to similar size cities as Pasadena with similar products currently utilized by the City of Pasadena.
- The proposing banking institution must have a Public Finance Division in order to provide adequate facilities to the City in case of need or emergency.



3. Location

Banking services are to be provided city wide and enable services to be extended to the City's affiliated agencies, such as the Rose Bowl Operating Company (RBOC) and Pasadena Center Operating Company (PCOC).

4. Duration and Service Dates

The Proposal shall include a proposed work schedule to indicate duration and completion dates along with any project milestones and or deliverables needed to complete the project on time.

Proposal shall also include an estimate of the amount of time to be spent with City Staff.

The initial term of the contract shall be for five years from the date of execution by the City. The contract may be extended for two optional one-year extension periods subject to the approval of the City Manager.

5. General Account Services

- Provide the institution's availability/schedule for the various types of deposits.
- Describe the process for placing currency orders.
- Describe the bank's policy on and ability to provide daylight (intraday) overdraft protection.
- Describe the bank's policy on and ability to provide inter-day overdrafts. Identify how the interest rate is determined.

6. Online Reporting

The City utilizes daily cash balance and transaction reporting information for all accounts. The City requires access to prior day reporting including ledger balance and available balance. Details of credits/debits posted are required for all accounts. The City utilizes current day reporting of electronic debits/credits and wire transfers.

- Describe the bank's online capabilities and security including the use of passwords, authentication, and/or encryption techniques used to protect online data.
- Describe the bank's online information reporting system, including any file exports. Describe or provide a sample of the computer screens that illustrate the information and reports the City can obtain from the system.
- Please describe the online availability of prior day information and intraday reports to City staff. Include the frequency and time in which intraday information is updated.

7. Full Account Reconciliation

The City utilizes full account reconciliation for the operating and payroll accounts. The bank's reconciliation file is downloaded by City staff at month end to the City's accounting system. The City also accesses its bank statements online by the tenth of the following month.



- Describe the bank's full reconciliation service. Describe the standard monthly reports provided and any optional reports that are available. Please provide an example of a standard statement and any optional reports.
- Identify the soonest point at which the monthly statements are available for City download and the various formats available.
- Describe the manner in which the cleared check file can be accessed by City staff and the various formats available.

8. Depository Services

The City deposits approximately 18,400 checks per month through a remote deposit and remittance process with a bank cash letter agreement. The City currently has armored truck service to pick up deposits of check, cash and coin twice weekly to the local Bank of America branch cash vault. Monthly deposits and credits average \$14 million. Account volumes are based on historical information and are not guaranteed. Future account activity is expected to fluctuate based upon City operations.

- Describe the bank's required preparation for cash deposits, currency, coins and checks.
- Identify the location of the cash vault and check processing center in which the City's deposits will be received and recorded.
- Describe the bank's policies and procedures with respect to deposit discrepancies, including the inadvertent deposit of checks to the City. Please identify the timeline and manner in which the City will be notified and supporting documentation to be provided to the City for deposit adjustments.
- Identify the deposit deadline at all banking centers and cash vault to ensure same day ledger credit.
- The City currently uses unique identifiers on deposit endorsements in order to accurately account for various departments' revenue. Identify procedures to differentiate deposits, if any.
- The City requires that all returned deposit items for non-sufficient funds (NSF) be re-deposited at least once. Describe the bank's return procedures for NSF and the manner in which the City will be notified of the NSF check.
- Describe the bank's remote deposit service including necessary equipment, transfer procedures, deadlines, and document retention. Please address whether remote deposit services are processed in-house or whether any or all functions are provided through a third party contractor.

9. Paper Disbursement Services

The City issues approximately 5,000 checks per month from the City's general account and less than 100 checks per month from the City's payroll account. The majority of the City's employees receive payroll funds by direct deposit and the City receives a drop file with images of paid checks. The City places approximately three stop payments online each month and has the ability to view images of cleared checks online.



- Please indicate if the institution offers truncation for paid items/checks with images available to the City. Please outline the various image format options available to the City, the duration in which the images can be viewed and the soonest available timeframe in which the image is viewable once processed by the bank.
- Please indicate the bank's maximum character field size for check numbers and whether the bank will test for magnetic ink character recognition (MICR) encoding of new checks.
- Describe the bank's method for the placement of stop payment orders and note whether the request can be input online. If online input is available, please state whether an immediate confirmation can be provided and the length of time stop payment orders may remain in effect.
- In cases in which checks have not been cashed for a period of six months or more, please indicate whether the bank will agree to refrain from honoring such checks and if there is a cost to the City for reviewing and returning them.
- Please state how the bank will compensate the City for checks cashed after a stop is placed or exceeds the six month time period. Please also note the length of time the bank will take to reimburse the City in the event such checks are cashed.

10. Payee Positive Pay

The City issues checks from the general operating account twice weekly. Positive pay data is transmitted to the bank with each check run and positive pay exceptions are reviewed daily by the City online. The City is notified of exceptions by viewing the online banking portal after 8:00 a.m. each weekday. Items are returned by default if no decision is made. The City utilizes payee positive pay service on the general operating account ,payroll account and workers comp account.

- Describe the bank's capabilities for payee positive pay and indicate what fields are currently included. Please state whether the bank offers payee validation and provide the institution's positive pay specifications.
- Describe the manner in which the bank will report positive pay exception items to the City and note any associated image viewing options available.
- Outline the procedure and timeline for paying or returning exception items and cite the default disposition in the event you do not receive a decision response by the deadline.

11. File Transmission

The City generates and transmits multiple positive pay and ACH payment files daily via SFTP file transmission protocols, and requires File confirmation/acknowledgment for all transmitted files.

- Describe the bank's support for multiple file transmissions via SFTP.
- Outline services provided to address SFTP file transition protocols and specifications.
- Describe the flexibility to customize the file transmission process based on City's specifications.
- Describe the Same Day transmission confirmation/acknowledgment for each file transmitted and processed with details including total file amount, total item count, effective payment date, account to debit, account tax identification number, ect.



- Outline the procedure to have the ability to provide Same Day transmission confirmation/acknowledgment via faxes, email or online report via the online secured web portal.

12. Business Continuity

- Describe the bank's disaster contingency plans, contacts and backup systems for continued City operations in the event of a system failure, natural disaster, and/or other emergencies. Please indicate if there is a backup site and when the institution's disaster recovery plan was most recently updated and tested.
- Describe the ability of the institution to meet the City's need for cash in emergency situations. If funds are available, state the cash limits.
- Describe any other services that may assist the City to function with minimal interruption.

13. Wires and ACH

The City utilizes electronic fund transfers for both incoming receipts and outgoing payments through the ACH. The City receives all credit card settlements and state apportionments through ACH as well as issuing a high percentage of its vendor payments and all payroll payments by ACH.

The City currently utilizes wire transfers for investment settlements including the Local Agency Investment Fund (LAIF), bond payments, county apportionments and periodic miscellaneous payments. The City sends and receives approximately 90 wires per month. The City currently has the ability to initiate wires online, save recurring templates, store future dated wires and receive email notification of incoming wires.



- Describe the bank's online wire transfer capabilities, including the ability to create and store repetitive wire templates and ability to create future-dated wires. Indicate the deadline for initiating wire transfers to ensure same-day execution. Describe any safeguards, internal controls, and security measures the bank has in place to protect the City particularly in cases of unauthorized wires. Please state whether there is a maximum daily limit with respect to wire transfers.
- Describe the types of ACH files acceptable to the bank and indicate the deadline for delivery of these files. Please state whether the bank imposes a file limitation for maximum dollar amounts or number of entries. Please note the manner of acknowledgement the institution provides and the timeline for receiving a file transmission.
- Describe the procedure for notifying the City when an outgoing ACH transmission fails and the timeline for notifying the City of these occurrences. Also indicate the timeliness with which the account will be restored.
- Indicate whether the City will be given the ability to change, add or delete an item after transmitting the ACH file to the bank. If so, please describe the procedure and deadlines.
- Describe the bank's security system in general and how it will guard against unauthorized ACH debits to the City's accounts.. In the event an unauthorized ACH debit is posted to the City's account, describe how the transaction would be resolved.
- Describe the bank's contingency plans in the vent of a system failure. Please outline the backup process if internet/transmission lines are unavailable.
- Indicate the charge per transfer to and/or from LAIF and describe the transfer process.
- Explain suggestions for business resumption in the event the City is unable to deliver a payroll ACH file to the bank in a timely manner.

14. Payment for Services/Bank Compensation

The City currently compensates for banking services through a combination of direct fees and an earnings allowance based upon the demand deposits. The City requires a monthly account analysis statement with a summary page for all accounts.



- Please indicate whether the bank accepts compensation in fees, collected balances or a combination of the two. Please note whether the associated price schedule is different or the same for each.
- If collected balances are accepted as compensation for fees, provide the complete formula for calculating the earnings credit. Please note whether the bank's earnings credit rate is based on an index and list the bank's actual earnings credit rate for each of the last twelve months. State whether the excess earnings credit can be carried over and, if so, note the maximum amount allowed.
- State whether the institution service codes and Association for Financial Professionals service codes are included on the account analysis statement and if it can be delivered electronically each month. Please note if it is accessible online, the formats available and when the statement is available for viewing.
- Indicate whether the bank will invoice the City for analysis statement fees and, if so, state if the City's account can be debited for fee payments.
- Provide a sample bank account analysis statement as an exhibit.
- Indicate whether the financial institution will guarantee the prices outlined in this proposal for the next five years and, if not, describe the manner in which future price increases will be calculated.

15. Lockbox Services

The City maintains two Lockboxes to receive customer-initiated payments originating from the third-party vendor that provides the city's billing services for its False Arm Billing.

- Describe Banks Lockbox services that can be provided and how the process works.
- Describe the type of reports to view or files that third-party can upload to their billing services to apply payments received.
- Describe the capability to receive and process a daily payment received through the lockbox.
- Describe the capability to provide a detailed summary report of daily payments received and the processing status of each payment.
- Describe the ability to set up two separate accounts for these billing as ZBA account to be transferred to the city main out every night.
- Describe the capability to retain records related to payments received, processed, accepted and transmitted for audit purposes for a period of five (7) years.
- Describe how notification of payment reversals/returned payments on all customer or City-initiated payments.

16. Purchasing Card Program (Pcard)

The City of Pasadena (City) operates a mature purchasing card program and anticipates ongoing cardholder growth. Detailed volumes will be provided post-award under Non-Disclosure Agreement (NDA). The qualified financial service providers must be able to manage a P-Card program for up to 2,000 employees and support the City daily and during emergencies, special events and natural disasters.



The goal of the P-Card program is to simplify and streamline authorized purchases, improve expense controls and payment times, reduce administrative burden, and provide opportunities for rebate revenue. The P-Card program should include internal controls and user-friendly data analytics to better monitor spending patterns and ensure compliance with City policies and procedures.

This section of the SOW intends to describe a P-Card program that is currently available and is not intended to be proprietary in any way. The use of information in this section is to set a baseline standard for comparison only and does not intend to exclude any financial institution. All required components and processes for the work to be complete and useful to the City of Pasadena must be included in the work proposed and the price/fee schedule.

APPLICABLE PUBLICATIONS

National Association of Purchasing Card Professionals (NAPCP), the Professional Association for the Commercial Card, the Institute of Commercial Payments (IOCP), and Payment Industry P-Card Industry Data Security Standard (PCI DSS).

REQUIREMENTS

The City of Pasadena intends to continue a P-Card program for authorized purchases, in compliance with the City's Charter, Pasadena Municipal Code, Chapter 4.08 Purchasing ordinance and the City's Purchasing Handbook. Each card should have monthly, single and daily transaction limits, where monthly limits are reset at the beginning of each month.

Initially, City of Pasadena will require set up for multiple staff across city departments. Additional cards with specified card limits may be added in the future based on changes to City needs and procurement policies.

The Contractor must provide a nationally recognized card, providing the widest possible acceptance by retailers, including all required set-up and service charges at no cost to City. The Contractor shall provide a plan that details all tasks necessary to train the users and issue cards to all identified cardholders. The Contractor will perform the Scope of Work and meet all requirements as specified in the following description:

1) Program Compliance – The Contractor's proposed program must comply with all applicable federal, state and local laws, ordinances, and standards, etc. including but not limited to the NAPCP, IOCP, PCI DSS and state, local and federal laws and regulations.

2) Web Portal – The Contractor shall provide a secure online portal capable of viewing and managing card activity, spending reports, and other relevant program information. The portal must be available 24x7x365. Portal must support configurable financial metadata fields and role-based workflows compatible with the City's ERP and financial coding structures; detailed mappings provided under NDA. The web portal must support single sign-on (SSO) based upon industry standard SAML or OIDC; role-based access; and least privilege.

1. Any planned downtime of the portal must be communicated to the agency at least 5 business days prior to the event.
2. The P-Card program must include a documented communication plan of the response process to unplanned downtime including a description of any process or hierarchy used to select the rectification of one business before another.
3. The P-Card program must include a clearly documented process to report problems and a Service Level Agreement.

3) Card Acceptance – The Contractor shall provide a P-Card program that is widely accepted throughout the state of California, nationally, and internationally.



4) Card Issuance – The Contractor shall issue cards in accordance with a mutually agreed upon plan that details all tasks necessary to issue P-cards to the identified cardholders. This plan must meet all identified timeframes for cards to be active as specified by the City.

1. The Contractor shall meet all identified timeframes for the delivery of new cards and provide the account numbers and portal access for all cardholders.
2. The Contractor shall meet a next day turnaround time for rush new and replacement cards.
3. The Contractor shall provide electronic and hard copies of full instructions, including activation requirements (with screen shots) to new cardholder applicants.

5) Single Use Cards – If needed, the Contractor shall provide single use card capabilities, as requested by the City.

6) Card Format – The P-Card design must have a distinctive format that readily identifies the P-Card cardholder as an employee of the City of Pasadena. A sample card design must be provided in accordance with the mutually agreed upon schedule.

The Contractor must provide specifications of its proposed format for the P-Card to include at a minimum the following elements:

- I. Name: City of Pasadena
- II. City of Pasadena Logo
- III. Phrase “For Official Use Only”
- IV. Additional Contractor recommended features

7) Limits and Restrictions – The Contractor shall restrict certain types of transactions from the credit card processing system. The Contractor must have the ability to restrict purchases by Merchant Category Code (MCC) and/or Standard Industry Codes (SIC) and included MCC/SIC Classification Permissions.

The Contractor must enforce the following minimum restrictions:

- I. Dollar limits per Department/P-Card.
- II. Transactions limits per Department/P-Card.
- III. Restrictions concerning types of vendors the P-Card may not be used.
- IV. City shall have the ability to identify multiple MCC groups by Department.
- V. Cash advances are prohibited.

8) Fees and Other Charges – The Contractor shall only be entitled to the fees and charges identified in the Agreement. City requires a payment term to be 30 days or Net-30.

9) Disputed Items – The Contractor shall handle all transactions that are disputed between City and merchants where the card is used. The Contractor must adhere to the contracted process for the handling of transactions that are disputed between the Contractor and City of Pasadena. Further, the Contractor shall maintain and update the dispute process and include the following:

- I. Dispute form and/or online filing of the dispute.
- II. Timeline for cardholders or the Program Administrator to dispute a charge.
- III. Cardholder and the Program Administrator notification of the dispute results.
- IV. Dispute reports that may be received or obtained online.

10) Lost or Stolen Cards – The Contractor shall adhere to the mutually agreed upon process for handling lost or stolen P-Cards, and the related liabilities. At a minimum, lost or stolen P-Cards must be acknowledged by the Contractor via telephone and email immediately upon receipt of the loss with prompt replacement by mail.



11) Fraudulent Charges – The Contractor shall adhere to the mutually agreed-upon fraudulent charge resolution process and notify the cardholders and Program Administrator when City might be liable for these charges. The charges shall not be deducted from any rebates.

12) Responsibility – The Contractor shall have the responsibility for issuing all cards on behalf of the City. The City will be responsible for payment. Individual credit checks shall not be done on individual cardholders, nor shall P-Card activity show up on cardholder personal credit histories.

13) Cancellation of Cards – The Contractor shall adhere to the mutually agreed-upon policies for canceling P-Cards issued on behalf of the City. Cancellations will be requested by verbal or written communication or through an online application. City of Pasadena shall not be liable for charges incurred after notice has been made to the Contractor to cancel any card or cards.

14) Customer Service – The Contractor shall provide individual cardholders and the program administrator access to customer service support that includes but is not limited to the following:

1. A toll-free help line for cardholder inquiries and emergencies (such as lost or stolen cards or questions associated with declines). The help line must be available 24x7x365 at no additional cost to the City.
2. Maintain a central account customer service representative for the P-Card Administrator (Deputy CEO of Finance and Administration) and other designated employees.
3. Handle any disputed transactions, charge backs or changes in restrictions on all P-Cards.
4. Maintain the mutually agreed-upon response time permitted for all changes or requirements and account updates.

15) Liability – The Contractor shall adhere to the mutually agreed-upon policies for determining liability for all P-Cards issued on behalf of the City. The City shall be liable for the use of P-Cards by authorized users, provided that (1) the use is within the monthly and single item purchase limits, and (2) the use is with an authorized merchant. The Contractor shall adhere to the mutually-established time frame between receiving a report of a lost or stolen card and mailing a replacement card.

16) Unauthorized Charges – The Contractor shall adhere to the mutually agreed upon policies for handling unauthorized charges on P-Cards issued on behalf of City. The City shall not be liable for charges resulting from unauthorized use of any P-Card except as specified in a mutually agreed-upon agreement. Unauthorized use is defined as any use or purchase that is prohibited by the City of Pasadena or federal, state, or local laws, rules, procedures or executive orders, or any use by an unauthorized user. The Contractor shall:

1. Monitor account transactions to identify any unusual spending patterns.
2. Contact the P-Card Administrator and impacted cardholders when fraudulent card usage is suspected and identify any steps necessary to correct or identify when a card needs to be cancelled and reissued.
3. Ensure overrides require authorization following protocols established in collaboration with the Purchasing Division and which support options such as least-privilege RBAC, out-of-band verification and immutable audit logs.
4. Notify the Administrator and/or impacted cardholders when the dispute has been resolved.

17) Controls & Restrictions – The Contractor shall provide program controls, which will prevent the use of the card for purchasing certain restricted items. These may include, but are not limited to vehicles, fuel, entertainment, furniture, alcohol, personal items, consultant/contract services, etc. Cash advances are strictly prohibited. The Contractor shall provide:

1. Customizable online controls and restrictions for MCC groups at the cardholder level.
2. Customizable online controls and restrictions for granting a temporary spending limit increase of an individual cardholder.



18) Reporting – The Contractor shall provide various management reports that are available for P-Card purchases. These reports should be available 24x7x365 to the City on the web portal at no cost. Contractor may develop additional reports during the contract period to support the City in making informed decisions on purchasing activities. The Contractor shall provide written specifications of the design and functionality of reports including query, group, and sort parameters. All reports should include an export to Excel or comma delimited format and functionality to email reports directly from the system. Proposer is expected to provide sample reports.

19) Implementation Assistance and Training – The Contractor shall provide issuance and implementation assistance for the P-Card program. The Contractor shall provide technical assistance and/or any training necessary for a smooth transition. This includes, but is not limited to, new cardholders, online cardholder maintenance, program administrator training, review functionality, reporting and report writing, query or report function training, software and annual user conferences, and webinars for all P-Card users.

20) Fees and Fee Structure & Rebate Program – The City is seeking a P-Card program without start-up costs or internet-based startup costs, account maintenance fees, and charge for transactions, statements, or other fees. This includes all fixed fees and transaction fees. The Contractor shall propose all Rebate Programs that may be beneficial to the City.

21) Interface with Current Systems – The City is seeking a program that preferably interfaces with common travel and expense report software and the City's Tyler Munis ERP system, as well as other systems that may be considered in the future.

22) Additional Services, Innovative Approaches, and Potential Problems – City seeks a Contractor that maintains best practices and looks for new, innovative ideas, or enhancements.

17. Conversion Process and Training

In the event that your bank is selected, key bank staff assigned to the City will be required to participate in an on-site review of the City and its existing banking practices. The bank will be expected to prepare a written report to the City of its findings and recommendations and develop a conversion plan based on the review. In your proposal, please include the following:

- The length of time for the conversion and factors which may alter the time period.
- Sample conversion timetable and schedule.
- Indicate whether training will be provided on-site, online or at the bank's facilities. In the event of the latter, please cite the location of the training.
- Cite whether the conversion will be at no cost to the City.
- Indicate the bank's intention to take the lead and responsibility for conversion progress and provide weekly progress updates to City staff.
- Note whether the institution will provide written user manuals for all services, frequency of manual updates, and availability of manuals online.
- State whether the bank will provide ongoing training after implementation and the location and/or manner in which it will be provided.

18. Cyber Security

- Describe banks published breach disclosure policy.
- Describe banks security operations center/network monitoring



- Bank procedure to identify, report and correct information and information system flaw (vulnerabilities and security incidents), and have documented privacy and security protocols in place to deter unauthorized activity (i.e. criminal, negligent, “hacking”) by firm’s employees (insider Threats) and external entities.
- Describe how the bank employs a non-deprecated, industry standard method of data encryption for both in transmission and at rest.
- Describe documented cyber security risk management strategy in place specific to a government entity.

19. Compensation

Pricing shall be uploaded separately as part of the submittal checklist. Pricing must specifically itemize fees for banking services utilizing the Pricing Matrix for General Banking Services.

- Provide any other information which would assist the City in determining a contract award. Information may include any that the bank believes appropriate such as the bank's philosophy regarding its relationship with governmental accounts and/or the bank's involvement in the local community.

20. Additional Information and Questions

The City wishes to continue incorporating available technologies when feasible to facilitate payables as cost effectively as possible. The City currently utilizes e-payables, Paymode- X and has a Purchasing Card program. The City requires that a bank offer e-payable solutions and these programs are to be thoroughly described in the proposal.

- Describe the bank's electronic payable services including the integration of payables, payment consolidation and data transfer options.
- Outline the electronic payables process utilizing the City's batch transmissions and cite the file formats to be required.
- Provide detailed information regarding the bank's purchasing card program and include card parameters and restrictions, the enrollment process and type of reporting available.
- Describe reasons explaining why the City should select your banking institution. Cite specific areas in which your products and services differentiate your bank from others and the extent to which they may be beneficial to the City.
- Describe able to integrate with ERP system bank reconciliation figures such as Tyler Munis with upload files in certain format to be able use this figure.

21. Additional Requirements

PCI DSS (Service Provider) – v4.0.1 required



The Contractor must maintain full compliance with PCI DSS v4.0.1 as a Service Provider, including annual ROC by a QSA (or ISA) and an Attestation of Compliance (AOC). The Contractor will provide current ROC/AOC within 10 business days of request and notify the City within 24 hours of any loss of compliance. Customized Approach controls must evidence equivalent risk mitigation.

GLBA Safeguards Rule (FTC, 16 CFR Part 314)

If the Contractor qualifies as a financial institution or service provider under GLBA, it shall maintain a written information security program meeting 16 CFR Part 314 (Safeguards Rule), designating a Qualified Individual, conducting written risk assessments, implementing technical safeguards (including MFA, encryption, pen-testing/vuln management), and breach reporting consistent with FTC guidance

FFIEC third-party risk & information security oversight

The Contractor will align its controls and third-party oversight to FFIEC Information Security and the 2023 Interagency Third-Party Risk Management guidance (planning, due diligence, contract provisions, monitoring, termination). The City reserves audit/assessment rights on controls relevant to City data.

Nacha ACH Risk Management (2026 rules) for general/payroll accounts

The Contractor (ODFI/RDFI/government banking unit) will implement Nacha's 2026 Risk Management Rules, including risk-based processes to detect ACH entries initiated under false pretenses, annual control reviews, and RDFI monitoring. The bank will provide ACH debit blocks/filters, payee positive pay, dual approvals, and out-of-band callback verification for new/changed beneficiaries, with liability on the bank for failures to perform these controls.

Independent audits & certifications

Maintain and annually furnish: SOC 2 Type II (Security, Availability, Confidentiality) and ISO/IEC 27001 certification (or equivalent), including management responses to exceptions.

Incident/Breach notifications

Security incident affecting City data → notify within 24 hrs; Confirmed breach → within 8 hrs, with forensic packet: scope, indicators, containment, interim mitigations, and customer notice obligations (aligned to GLBA/FTC).



4. City Requirements

There are forms included in the section named Submittal/Checklist of these specifications which a bidder or proposer must complete to establish compliance with a number of City Requirements, including, but not limited to, equal employment opportunity and affidavit of non-collusion. These forms and their instructions should be considered an integral part of the specifications and failure to complete them may be grounds, in the sole discretion of the city, for rejection of any bidder or proposer.

1. *Pasadena Operating Companies*

If this solicitation is issued by an Operating Company of the City of Pasadena including the Pasadena Center Operating Company; or Rose Bowl Operating Company; or Pasadena Community Access Corporation: In this solicitation, any reference to the City, shall actually refer to the PCOC, PRHB, or RBOC, or PCAC, e.g. "City" shall refer to the Operating Company, "City Council" to its Board of Directors, and "City Manager" to its Chief Executive Officer.

2. *Equal Employment Opportunity in Contracting*

Policy - The City of Pasadena is committed to a policy of Equal Employment:

- Contracting. Contractors expressly agree to comply with the City's ordinances and regulations regarding Equal Opportunity Employment as well as regulations that may be mandated by the source of the funds supporting this contract.

Compliance – To the extent permitted by law, Contractor expressly agrees to establish compliance with the Equal Employment Opportunity Practices Provisions of Chapter 4.08 of the Pasadena Municipal Code, and the Rules and Regulations adopted pursuant to said ordinance.

The successful bidder or proposer may be required to submit documentation during the term of the contract to evidence on going compliance with the City's Equal Opportunity Practices Provisions. Such documentation may include, but not be limited to certified payroll records and Current Permanent Workforce Utilization reports.

Required Forms – Each bidder or proposer must submit a completed Form AA-1. Failure to submit this form will result in automatic disqualification with no exceptions unless bidder or proposer has an approved Form on file with the City.

Questions regarding Chapter 4.08 of the Pasadena Municipal Code and regulations adopted pursuant thereto should be directed to the Department of Finance, Purchasing Division 626.744.6755.

3. *Declaration of Non-Collusion by Contractor*



This form is only applied for formal solicitations \$75,000 or more. The City requires that each bidder or proposer executes and submits to the City with the Bid/Proposal, the attached Declaration of Non Collusion in the section named "Submittals/Checklist."

4. *SAMPLE CONTRACT*

A sample of the contract the successful vendor will be required to enter into with the City is attached hereto and by this reference incorporated herein and made part of this solicitation.

5. *Change Order Management*

Any additional work identified during the course of the project that is deemed necessary, but outside the original Scope of Services, must be recorded as a Change Order and approved by the City in writing before work is started.

6. *Local Preferences*

The City of Pasadena is committed to promoting the economic health and well being of its residents. To this end, contractor agrees to recruit Pasadena residents initially and to give them preference, if all other factors are equal, for any new positions that result from the performance of this contract and which are performed within the City.

7. *Pasadena Business License*

Awarded bidder or proposer may be required to obtain and pay for any required business license under Title 5 of the Pasadena Municipal Code.

- If the business will not come into the City for the purpose of providing services for this contract they are not required to obtain a business license.
- If the business will only be coming into the city no more than 10 times to work on projects, they are charged 33% of the annual tax (Pasadena Municipal Code Section 5.04.130C)
- If they come into the City more than 10 times they are required to pay the annual fee.
- Any subcontractors used by the awarded bidder or proposer will be required to obtain a license if they will be coming into the City to perform services.

For further information contact Municipal Services Department at (626) 744-4166, Monday-Friday between 7:15 am and 5:15 pm. Additional Information regarding business license fees can be found here: <https://www.cityofpasadena.net/finance/licenses/business-licenses/>

8. *Invoice Submission Portal*

Invoice Submission Portal



The invoice submission process is activated when an invoice is submitted through the Vendor Invoice Portal. Invoices submitted are automatically sent to the department being invoiced for review. Once the city department verifies its accuracy, the department will submit the invoice to Accounts Payable for payment processing. One final review and approval by the department who was invoiced is needed in order for a check to be issued. Checks are issued on Tuesday and Thursday.

How to submit invoices to the City of Pasadena?

Create an account: Visit the City's Invoice Submission website:
<https://invoice.cityofpasadena.net/> and select "Create Account"

Refer to the "[Invoice Submission Portal - Vendor User Guide](#)" for detailed instructions.

9. Acceptance of Conditions

By submitting a bid or proposal, each bidder or proposer expressly agrees to and accepts the following conditions:

- All parts of the Instructions to bidder or proposer and Specifications will become part of the Contract between the selected bidder or proposer and the City;
- The City may require whatever evidence is deemed necessary relative to the bidder or proposer financial stability and ability to complete this project;
- The City reserves the right to request further information from the bidder or proposer, either in writing or orally, to establish any stated qualifications;
- The City reserves the right to solely judge the bidder or proposer representations, and to solely determine whether the bidder or proposer is qualified to undertake the project pursuant to the criteria set forth herein. The bidder or proposer, by submitting a bid, expressly acknowledges and agrees that the judgment of the City as to whether or not the bidder or proposer is qualified to perform the project, shall be final, binding and conclusive;
- The City reserves the right to reject all bids, waive any irregularity in any of the bids, or cancel or delay the project at any time;
- This bidding process does not commit the City to award any contract, and the City is not liable for any costs incurred by the bidder or proposer in the preparation and submission of a bid.

10. Pasadena Business

Local Business is defined in the Pasadena Municipal Code section:

4.08.020, O: "Local business" means a business with a fixed place of business located in the city.

To receive any preferences offered to a Pasadena business in this solicitation, a Pasadena business must be located within the City Boundary by the release date of this solicitation.



11. Pasadena Living Wage Ordinance

If this purchase includes a service, and the contract total is at \$25,000 or more, it is then subject to the City of Pasadena's Living Wage Ordinance, Pasadena Municipal Code Chapter 4.11. The ordinance requires that contractors providing labor or services to the City under contracts in excess of \$25,000 pay no less than the City's Living Wage to all employees who spend any of their time providing labor or delivering services to the City.

The selected contractor will be required to evidence compliance with the Living Wage Ordinance by submitting payroll records as requested by the City. Each record shall include the full name of each employee performing labor or providing services under the contract; job classification; rate of pay and benefit rate.

Failure to comply with the provisions of the Pasadena Living Wage Ordinance is grounds for termination of the contract and a basis for penalties as stated in Pasadena Municipal Code Chapter 4.11. Questions concerning the Pasadena Living Wage Ordinance should be directed to:

Finance Department
Purchasing Division
626-744-6755 - phone
626-744-6757 – fax

Please visit <https://ww5.cityofpasadena.net/finance/doing-business-with-the-city/> for the current calendar year Pasadena Living Wage rate.

12. PAYMENT OF A CITY-WIDE MINIMUM WAGE

If a vendor is providing labor for any subsequent contract resulting from this solicitation, they must comply with the City of Pasadena Minimum Wage as set forth in Chapter 5.02 of the Pasadena Municipal Code. Vendors are encouraged to review the City's minimum wage information guide at (<https://bit.ly/3o3SHMh>). The minimum wage ordinance may be found at [Pasadena Municipal Code](#).

13. Errors and Omissions

Bidders or Proposers shall not be allowed to take advantage of any errors or omissions in the Instructions to Bidders/General Instructions or Specifications/Scope of Work. Full instructions will be given if such error or omission is discovered and timely called to the attention of the City.

14. Patent Fees; Patent, Copyright, Trade Secret, and Trademark Fees

Each bidder or proposer shall include in the price bid any patent fees, royalties and charges on any patented article or process to be furnished or used in the prosecution of the Work.

15. Taxes

Price bid or Price Proposals shall include all federal, state, local and other taxes.



16. Certificate of Insurance

Proof of insurance is not required to be submitted with your bid/proposal, but will be required prior to the City's award of the contract. Refer to the Insurance requirements in the "Insurance Requirements" section of this document.

17. REQUEST FOR TAXPAYER IDENTIFICATION NUMBER AND CERTIFICATION (IRS Form W-9)

The winning proposal/bid may be required to submit a completed and signed [IRS Form W-9](#). Failure to submit this form may result in the response being deemed non-responsive.

Link: <https://www.irs.gov/pub/irs-pdf/fw9.pdf>

18. LIMITATIONS ON LIABILITY

Bidders acknowledge that they shall provide the goods and/or services without monetary limitations on liability. If Bidders take exception to this requirement, Bidders shall expressly state any exceptions, including the proposed limits of liability, (a) in detail; (b) as a separate line item; and (c) not part of any form documents submitted. Bidders acknowledge that any exceptions may result in a finding of non-responsiveness.

19. Recycled Product Procurement Mandates Pertaining to Local Governments [Public Contract Code Sections 22150 - 22154]

This section is only applied when buying paper products.

Beginning January 1, 2022, SB 1383 requires jurisdictions (cities, counties, cities and counties, or special districts that provide solid waste collection services) to purchase recycled-content paper products that are recyclable.

SB 1383 builds upon existing laws that require jurisdictions to purchase products that contain minimum recycled content, and adds additional requirements on product recyclability and recordkeeping.

All vendors providing Paper Products and Printing and Writing Paper shall:

- Provide products that contain no less than 30% minimum recycled content and recyclability (described in further detail in State of California, [Public Contract Code Sections 22150-22154](#), under the sections "Recycled-Content Requirements" and "Recyclability Requirements".
- Provide a written certification and other verification from product vendors, as applicable, certifying that the products meet the recycled-content and recyclability requirements.

20. AVAILABILITY OF FUNDS



The provisions of this Contract relating to payment for products or services shall become effective when funds assigned for the purpose of compensating the Contractor as herein provided are actually available to for disbursement. The City shall be the sole judge and authority in determining the availability of funds under this Contract. If any action is taken by the City, any state agency, Federal department or any other agency to suspend, decrease, or terminate its fiscal obligations under, or in connection with, this Contract, the City may amend, suspend, decrease, or terminate its obligations under, or in connection with, this Contract. In the event of termination, The City shall be liable for payment only for products provided or services rendered prior to the effective date of the termination, provided that such products or services were provided or performed in accordance with the provisions of this Contract.

21. Addenda

If any person contemplating submitting a proposal of the items or services listed herein is in doubt as to the true meaning of any part of this RFP, he/she may submit a question through the City's [eProcurement Portal](#) Q&A section for an interpretation or correction thereof.

Any interpretation or correction of City Scope of Work will be made only by addendum, duly issued by the City representative(s) identified in this solicitation, above. Addenda (if any) shall be made available on the City's eProcurement system, and sent to each vendor included on the "Followers" list in the City's eProcurement system. A vendor's failure to address the requirements of any and all addenda may result in the response (proposal or bid, or alike) not being considered. If the City determines that a time extension is required for the proposal, the City will issue an addendum that will give the new submission date. The vendor is responsible to register on the City's eProcurement Portal and follow the project named Banking Services in order to be included in the "Followers" list in the City's eProcurement system to insure they receive all documents including addendums which are available as a download.

The City reserves the right to change any part of these Instructions to PROPOSERS and Scope of Work any time prior to Deadline for Submissions. Any changes shall be in the form of addenda and will become a part of the Proposal documents and of the contract.

22. Accessibility Compliance Requirements

1. General Compliance

In accordance with Title II of the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and all other applicable federal, state, and local disability rights laws, including the California Building Code (CBC) and California Code of Regulations Title 24, the City of Pasadena requires that all services, programs, activities, and facilities provided or utilized under this contract be fully accessible to individuals with disabilities.

The selected Contractor agrees to ensure that all work performed, and all services, programs, or activities provided under this contract comply with the requirements of Title II of the ADA and related laws. This includes, but is not limited to design, construction, communication, technology, and program delivery compliance with:

- The ADA and its implementing regulations (28 CFR Part 35 and Part 36);
- The 2010 ADA Standards for Accessible Design;
- The U.S. Access Board's Public Rights-of-Way Accessibility Guidelines (PROWAG), as amended;
- Section 504 of the Rehabilitation Act of 1973;



- California Government Code § 4450 et seq.;
- California Code of Regulations (CCR), Title 24, including Chapter 11B of the California Building Code governing accessibility to public accommodations and commercial facilities;
- Any other relevant federal, state, or local regulations concerning accessibility and nondiscrimination.

These requirements apply to all aspects of the Contractor's work, including but not limited to project or program design, facility access, pedestrian pathways, public right-of-way improvements, communications, and digital content or services.

2. **Applicability of Accessibility Requirements**

Accessibility compliance requirements apply when scope of work includes:

- Digital deliverables (i.e. websites, web applications, mobile applications, electronic documents, multimedia content)
- Physical infrastructure (i.e public facilities, pedestrian pathways, rights-of-way, shared use paths)
- Communication and program delivery (i.e. public meetings, outreach materials, surveys, customer service and payment platforms)
- Technology procurement or development (software, hardware, ICT systems)

If any portion of the work involves these elements, the Contractor must ensure full compliance with applicable accessibility standards.

3. **Digital and Electronic Content**

For all digital deliverables (including websites, documents, and applications), the Contractor shall ensure conformance with, at minimum:

- Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, [as amended\[GS1\]](#) ; and
- Section 508 of the Rehabilitation Act (29 U.S.C. § 794d), where applicable.

All digital materials must undergo both automated and manual accessibility testing, including usability reviews by individuals representing a wide range of functional disability types (e.g., visual, auditory, cognitive, motor), and, if required, remediated prior to final acceptance. Testing must include compatibility with commonly used assistive technologies (e.g., JAWS, NVDA, VoiceOver, ZoomText, Dragon NaturallySpeaking). The Contractor must provide documentation such as Voluntary Product Accessibility Template (VPAT) or equivalent Accessibility Conformance Report (ACR), detailing compliance and describing the testing methodology.

4. **Public Rights-of-Way Accessibility (PROWAG)**

Any design, construction, or alteration involving pedestrian facilities, sidewalks, curb ramps, crosswalks, or public rights-of-way must conform to the latest applicable version of the U.S. Access Board's Public Rights-of-Way Accessibility Guidelines (PROWAG), as adopted by the U.S. Department of Justice, Department of Transportation, or other relevant authority.

5. **Corrective Action and Liability**

The Contractor shall be held responsible for correcting any noncompliant work or deliverables identified by the City of Pasadena or any enforcement agency, at no additional cost. The City of Pasadena reserves the right to withhold payment, suspend work, or terminate the contract for failure to meet accessibility requirements.

The Contractor shall indemnify and hold harmless the City of Pasadena, its officers, agents, and employees from any claims, damages, or liabilities arising from noncompliance with applicable accessibility laws or guidelines.

6. **Certification of Compliance**



By submitting a proposal, the Contractor certifies that it has reviewed and will comply fully with all applicable federal, state, and local accessibility laws, including the ADA, CBC, Title 24, and PROWAG, and will ensure that all subcontractors do the same.



5. General Requirements

1. *Standard terms and conditions*

Prior to the award of any work hereunder, City and contractor shall enter into a written contract in substantially the form attached hereto with such revisions thereto as the City may determine necessary and appropriate. PROPOSERS responding to this RFP are strongly advised to review all the terms and conditions of the contract, and shall be deemed to have accepted them.

2. *Firm commitment of availability of service*

Once a proposal is opened, a PROPOSER is expected to maintain an availability of service as set forth in its proposal for at least four months after date for opening proposals.

3. *Reservations*

The City reserves the right to reject any or all bids or proposals and any item or items therein, and to waive any non conformity of proposals with this RFP, whether of a technical or substantive nature, as the interest of the City may require.

4. *Documents to be construed together*

The Request for Proposals, the Proposal, the Non-Collusion Affidavit, and all documents referred to in the complete specifications and the Contract to be entered into between the Contractor and the City, and all modifications of said documents, shall be construed together as one document.

5. *RFP not contractual*

Nothing contained in this Request for Proposals shall create any contractual relationship between the PROPOSER and the City. The City accepts no financial responsibility for costs incurred by any PROPOSER regarding this RFP.

6. *Patent fees; patent, copyright, trade secret and trademark fees*

Each PROPOSER shall include in the price bid any patent fees, royalties and charges on any patented article or process to be furnished or used in the prosecution of the Work.

7. *Request for Proposal (RFP) quantities:*

The quantities contained in the RFP documents are approximate only and are for the sole purpose of comparing proposals. The City may, in accordance with the specifications, request additional services as necessary at the City's sole discretion, as increased by the unit price noted and payment will be made for the amount of services actually provided as determined by the City and accepted at the unit prices noted in the proposal.

8. *Taxpayer Protection Act*



Under the provisions of the City of Pasadena Taxpayer Protection Act ("TPA"), the Contractor/Organization will be considered a "recipient of a public benefit." The full provisions of the TPA are set forth in Pasadena City Charter, Article XVII. Under the TPA, City public officials who approve this Contract are prohibited from receiving specified gifts, campaign contributions or employment from Contractor for a specified time. As well, if this Contract is to be approved by the City Council, Councilmembers or candidates for Council are prohibited from receiving campaign contributions during the time this Contract is being negotiated (from the due date for an RFP response until award of a contract; this restriction does not apply to competitive and noticed low bid contracts). This prohibition extends to individuals and entities that are specified in the TPA and includes Contractor/Organization and its trustees, directors, partners, corporate officers and those with more than a 10% equity, participation, or revenue interest in Contractor/Organization. Contractor/Organization understands and agrees that: (A) Contractor/Organization is aware of the TPA; (B) Contractor/Organization will complete the forms provided by the City to identify all of the recipients of a public benefit specified in the TPA; and (C) Contractor/Organization will not make any prohibited gift, campaign contribution or offer of employment to any public official who negotiated and/or approved this Contract, and will not make any prohibited campaign contribution during the time this contract is being negotiated.

The Contractor shall submit a copy of the [completed TPA form](#) to the City Clerk's Office if the contract is to be awarded by the City Council via e-mail: OfficialRecords-CityClerk@Cityofpasadena.net or by fax: (626) 744-3921, and submit a copy with the response package.

For more information please go to: <https://www.cityofpasadena.net/city-clerk/disclosure-reportsax-payer-protection-act-tpa/>

9. REBATES, KICKBACKS, OR OTHER UNLAWFUL CONSIDERATION

Contractor/Vendor agrees to comply with and abide by: (i) the terms of the Davis-Bacon Act, codified at 40 U.S.C. § 3141 et seq., as supplemented by regulations at 29 CFR Part 5, and that such terms and regulations are a part of this RFP and incorporated herein by this reference; and (ii) the terms of the Copeland "Anti- Kick Back" Act, codified at 40 U.S.C. § 3145 et seq., as supplemented by 29 CFR 3, and that such terms and regulations are a part of this RFP and incorporated herein by this reference.

10. CONFLICT OF INTEREST STATEMENT ** REVIEW

The proposing Contractor/Vendor shall disclose any financial, business or other relationship with the City of Pasadena that may have an impact upon the outcome of the contract or any construction project. The Contractor/Vendor shall also list current clients who may have a financial interest in the outcome of this contract or the construction project that will follow. The proposing Contractor/Vendor shall disclose any financial interest or relationship with any company that might submit a proposal on the services related to this solicitation.

Proposers must complete and submit the following Form: Conflict of Interest Statement



11. Contract Duration

The initial term of the Contract resulting from this proposal is for five years from the date the City executes the contract. The compensation set forth in the Proposal shall remain valid and in effect during the initial term of the contract. There shall be two optional one-year extension periods subject to the approval of the City Manager, in his sole and absolute discretion, and which shall be memorialized in the form of an amendment to the contract, setting forth the agreed upon amount of compensation and such other terms and provisions as the parties may agree upon for each extension period.

12. RELEVANT EXPERIENCE

Provide experience with governmental agencies of similar size and scope for services specified in the scope of work. Complete and submit the attached Relevant Experience Form with your proposal to demonstrate experience with projects/contracts of similar scope and size to that which is to be performed.

13. Compliance with the Levine Act (Government Code Section 84308)

The Levine Act precludes an officer of a local government agency, including an elected official, from participating in the award of a contract if he or she receives any political contributions totaling more than \$500 in the 12 months preceding the pendency of the contract award, and for 12 months following the final decision, from the person or company awarded the contract. Proposers should ensure their employees, agents, and consultants are aware of the requirements of the Levine Act before the proposal is submitted, so as to avoid inadvertent violations.

14. PRICE ADJUSTMENTS

At the conclusion of the first contract year and prior to the commencement of the second contract year or any subsequent contract extension period, the contractor may request unit price increases. Under no circumstances shall the City accept price increases, which exceed the rate of the then current Consumer Price Index (C.P.I.) for the latest available preceding 12 month period.



6. Insurance Requirements

1. *Insurance Requirements*

SEE ATTACHED INSURANCE REQUIREMENTS



7. Price Proposal

Each Proposer must submit a Price Proposal containing all costs associated with the technical proposal. The cost proposal shall describe both the total and the detailed price for which the consultant will commit to complete the total scope of work and end products. The table(s) below is intended to be a sample. Proposers may add necessary line items provided they are in compliance with instructions in this RFP for "Cost Proposals." The cost proposal detail shall describe costs for each professional's time, for the completion of each proposed task, and for materials and supplies.

INSTRUCTIONS:

Each Proposer must submit a Price Proposal containing all costs associated with the technical proposal. Using the attached Price Proposal in this RFP, provide Proposer's unit price for performing all services and work called for in the SCOPE OF WORK. The Proposer's price shall include, without limitation:

1. all designs, equipment, materials, labor, insurance and bond premiums, home office, jobsite, and other overhead, profit and services relating to the Proposer's performance of its obligations under the Contract (including all work, equipment, materials, labor, and services provided by subcontractors and intellectual property rights necessary to perform the work);
2. performance of each and every portion of the work
3. all costs of obtaining Government approvals other than Government approvals that are the responsibility of the City of Pasadena;
4. all costs of compliance with Government rules, except to the extent such compliance is the responsibility of the City of Pasadena;
5. all taxes, duties, permits, and other fees or royalties incident to the performance of the SCOPE OF WORK;
6. payment of all salaries, wages, benefits, and expenses of the Proposer's employees;
7. compensation for all risks, liabilities, and contingencies assigned to the Proposer; and
8. all other costs needed or incurred to complete the services.

Pricing shall be uploaded separately as part of the submittal checklist. Pricing must specifically itemize fees for banking services utilizing the Pricing Matrix for General Banking Services.

- Provide any other information which would assist the City in determining a contract award. Information may include any that the bank believes appropriate such as the bank's philosophy regarding its relationship with governmental accounts and/or the bank's involvement in the local community.

PRICE MATRIX-BANKING SERVICES



Line Item	Service Description	Quantity	Unit of Measure	Unit Price	Estimated Total Annual Cost	Service Number
GENERAL ACCOUNT SERVICES						
1	ACCOUNT MAINTENANCE	29	Each			1
2	REMOTE DEP-ACCOUNT MAINTENANCE	1	Each			2
3	ZBA-DEPOSITORY+MASTER MAINT	12	Each			3
4	ZBA SUBSIDIARY ACCOUNT MAINT	8	Each			4
5	DEBITS POSTED-OTHER	167	Each			5
6	CREDITS POSTED-OTHER	1,360	Each			6
7	DDA STATEMENT ON CD ROM	1	Each			7
8	PAPER DEPOSIT STATEMENT MAILED	2	Each			8
9	ADDITIONAL STATEMENTS	20	Each			9
10	IDS STATEMENT ITEM SORTING	321	Each			10
11	GCS TRANSACTION HISTORY	1	Each			11
12	CS-STOP PAYMENT	1	Each			12
13	STATEMENT COPY	1	Each			13
14	PHOTOCOPY-MANUAL	1	Each			14
15	BLOCKED ACCOUNT PENDING MAINT	1	Each			15
16	REMOTE DEP CK IMAGE PROCESSING	7,706	Each			16
17	RDSOL-ITEM STORAGE	363,162	Each			17



Line Item	Service Description	Quantity	Unit of Measure	Unit Price	Estimated Total Annual Cost	Service Number
LOCKBOX SERVICES						
18	WLBX LOCKBOX MAIN PER BOX	1	Each			18
19	WLBX LOCKBOX PROC PER ITEM	22	Each			19
20	WLBX MINIMUM CHARGE	0	Each			20
21	WLBX DOCUMENT RETURN PKG PREP	1	Each			21
22	WLBX IMAGE DOCUMENTS IMAGED	49	Each			22
23	WLBX DUAL SIDED IMAGE MAINT	1	Each			23
24	WLBX PAYEE VALIDATION PER ITEM	20	Each			24
25	WLBX NON BUS DAY DEPOSIT CUT	1	Each			25
26	WLBX DEPOSIT PREP PER DEPOSIT	10	Each			26
27	WLBX CPO REC MAINTENANCE	1	Each			27
28	WLBX CD-DVD PER DISC	1	Each			28
29	WLBX CD-DVD PER IMAGE	49	Each			29
30	WLBX COURIER DELIVERY OF PKG	0	Each			30
31	WLBX CPO REC ARCHIVE 1 YR	49	Each			31
32	WLBX CPO REC PER IMAGE	49	Each			32
33	WLBX CORRESPONDENCE	21	Each			33
DEPOSITORY SERVICES						



Line Item	Service Description	Quantity	Unit of Measure	Unit Price	Estimated Total Annual Cost	Service Number
34	BANKING CENTER DEPOSIT	45	Each			34
35	QBD/NIGHT DROP DEPOSIT	1	Each			35
36	CURR/COIN/DEP/\$100-QBD-ND	4	Each			36
37	CURR/COIN/DEP/\$100-BKG CTR	306	Each			37
38	VAULT DEPOSIT	390	Each			38
39	DEP CONDITIOING-SURCHG VAULT	8	Each			39
40	CURR/COIN DEP/\$100-VLT	11,897	Each			40
41	COIN DEPOSIT-NON STD BAG-VLT	301	Each			41
42	CURRENCY SUPP/\$100-STD-VLT	82	Each			42
43	CHANGE ORDER-MANUAL-VLT	1	Each			43
44	CHANGE ORDER-AUTO OR STNDG-VLT	2	Each			44
45	COIN SUPPLIED/ROLL-VLT	21	Each			45
46	COIN DEPOSITED-ROLL-VLT	440	Each			46
47	VAULT DEPOSIT-EXTENDED HOURS	1	Each			47
48	CURRENCY SUPP/\$100-NONSTD-VLT	8	Each			48
49	CHECK DEPOSIT-ICL OR RDSO	384	Each			49
50	TRANSMISSION MAINTENANCE	1	Each			50



Line Item	Service Description	Quantity	Unit of Measure	Unit Price	Estimated Total Annual Cost	Service Number
51	CKS DEP PRE-ENCODED ITEMS	23	Each			51
52	CKS DEP UN-ENCODED ITEMS	776	Each			52
53	IMAGE DEPOSITED ITEMS-ICL	11,549	Each			53
54	IMAGE DEPOSITED ITEMS-RDSO	7,523	Each			54
55	CHECKS DEPOSITED FOREIGN ITEMS	1	Each			55
56	RETURNS-CHARGEBACK	36	Each			56
57	RETURNS-ALTERNATE ACCT	22	Each			57
58	RETURNS-RECLEAR	8	Each			58
59	LARGE ITEM RETURNED	1	Each			59
60	RETURNS-MAKER REQUIRED	37	Each			60
61	DEPOSIT CORRECTION-CASH	7	Each			61
62	DEPOSIT CORRECTION-NON-CASH	3	Each			62
63	DEPOSIT CORRECTION-RDS	1	Each			63
64	MAIL NOTIF-DCN OR RECEIPT-VLT	3	Each			64
PAPER DISBURSEMENT SERVICES						
65	ARP PPAY MAINT-NO RECON	6	Each			65
66	ARP VOID CANCEL ITEMS	1	Each			66
67	GENERAL CHECKS PAID TRUNCATED	3,103	Each			67



Line Item	Service Description	Quantity	Unit of Measure	Unit Price	Estimated Total Annual Cost	Service Number
68	GEN DISB CKS PD IMAGE	237	Each			68
69	PAYEE POSITIVE PAY MAINT	7	Each			69
70	PAYEE POSITIVE PAY- ISSUE MATCH	1,865	Each			70
71	POSITIVE PAY- EXCEPTIONS	10	Each			71
72	ARP POSITIVE PAY RETURN-OTHER	1	Each			72
73	STOP PAY AUTOMATED<=12 MONTHS	34	Each			73
74	STOP PAY MANUAL	1	Each			74
75	ARP PPAY NO RECON INPUT ITEM	394	Each			75
76	CD ROM MAINTENANCE	4	Each			76
77	IMAGE MAINTENANCE CPO	6	Each			77
78	IMAGE ARCHIVE-90 DAYS	248	Each			78
79	IMAGE ARCHIVE-1 YEAR	2,080	Each			79
80	IMAGE RETRIEVAL CPO	44	Each			80
81	CD ROM DISK	2	Each			81
82	CD ROM PER IMAGE	3,147	Each			82
83	CPO ARP POSITIVE PAY NOTIF	174	Each			83
84	CPO ARP ISSUE NOT RECD NOTIF	5	Each			84
85	CPO ARP ISSUE POSTED NOTIF	18	Each			85



Line Item	Service Description	Quantity	Unit of Measure	Unit Price	Estimated Total Annual Cost	Service Number
86	CPO ARP ISSUE RECD NOTIF	20	Each			86
87	ARP PPAY INPUT FILE-TRANS	29	Each			87
88	ARP FULL PPAY MAINT-PPR SUPP	3	Each			88
89	ARP FULL PPAY INPUT PER ITEM	3,062	Each			89
90	TELLER PPAY ISSUE NOT FOUND.1%	1	Each			90
91	ARP VOID CANCEL ITEMS	89	Each			91
92	CPO ARP ONLINE REPORTS	3	Each			92
GENERAL ACH SERVICES						
93	ACH MONTHLY MAINTENANCE	6	Each			93
94	EXPRESS TAX (EFTPS) ONLINE PMT	5	Each			94
95	ACH ON US DEBITS	40	Each			95
96	ACH OFF US DEBITS	2,586	Each			96
97	ACH ON US DEBITS-SAME DAY	847	Each			97
98	ACH ON US CREDITS	807	Each			98
99	ACH OFF US CREDITS	4,555	Each			99
100	ACH ORIGINATED ADDENDA	84	Each			100
101	ACH BLOCKS AUTH INSTRUCTIONS	56	Each			101
102	ACH DEBIT RECEIVED ITEM	258	Each			102



Line Item	Service Description	Quantity	Unit of Measure	Unit Price	Estimated Total Annual Cost	Service Number
103	ACH CREDIT RECEIVED ITEM	1,241	Each			103
104	ACH RETURN ITEM	14	Each			104
105	ACH UNAUTHORIZED ENTRY	1	Each			105
106	ACH OPTIONAL RPTS-ELECTRONIC	31	Each			106
107	ACH INPUT-FILE	21	Each			107
108	DELETE/REVERSAL BATCH/FILE	1	Each			108
109	ACH OPTIONAL REPORTS-FAX	50	Each			109
110	PAYMODE TRANSACTION	259	Each			110
111	ACH BLOCKS AUTH MAINTENANCE	11	Each			111
112	ACH NOTIF OF CHANGE (NOC)	2	Each			112
113	PAYMODE LICENSE	1	Each			113
114	ACH OPTIONAL REPORTS-MAIL	7	Each			114
115	ACH STANDARD REPORTS-FAX	11	Each			115
116	ACH STANDARD REPORTS-ELECTRONIC	17	Each			116
EDI SERVICES						
117	GLOBAL ADVISE AR ELEC MAINT	1	Each			117
118	GLOBAL ADVICE AR ELEC PER PMT	46	Each			118
WIRE & OTHER FUNDS TRANSF SVCS						
119	CPO GP MTHLY MAINT	2	Each			119



Line Item	Service Description	Quantity	Unit of Measure	Unit Price	Estimated Total Annual Cost	Service Number
120	ELEC WIRE OUT-DOMESTIC	78	Each			120
121	ELEC WIRE OUT-USD INTL	3	Each			121
122	CPO ACCOUNT TRANSFER	23	Each			122
123	ELE WIRE OUT-BOOK DB	18	Each			123
124	INCOMING DOMESTIC WIRE	16	Each			124
125	INCOMING USD INTL WIRE-CHG OUR	7	Each			125
126	BOOK CREDIT	12	Each			126
127	CPO GPS CONFIRMS	3	Each			127
128	COP WIRE NOTIFICATIONS	5	Each			128
129	WIRE ADVICE-MAIL	3	Each			129
130	ELEC WIRE OUT-DOMESTIC REPAIR	2	Each			130
131	CPO GP CUST MNT TEMP STORAGE	80	Each			131
INFORMATION SERVICES						
132	CPO PDR ACCOUNT	14	Each			132
133	CPO CDR ACCOUNT	5	Each			133
134	CPO PDR ITEM STORED	10,514	Each			134
135	CPO CDR ITEM STORED	2,365	Each			135
136	CPO ONLINE SUBSCRIPTION	2	Each			136
137	CPO IR MAINTENANCE	2	Each			137
138	CPO RESEARCH ITEM	2,439	Each			138



Line Item	Service Description	Quantity	Unit of Measure	Unit Price	Estimated Total Annual Cost	Service Number
139	CPO PER IMAGE ACCESS	3	Each			139
INTERNATIONAL SERVICES						
140	ELEC WIRE OUT-INTL FX	1	Each			140
TOTAL						



8. Review and Award Recommendation Process

1. *Review and Award*

A screening committee will determine which proposals are responsive to City requirements and needs. The technical portions of responsive proposals will be evaluated by a selection panel consisting of personnel from the City. The selection may be based solely on the written proposals submitted.

PROPOSERS may be invited to a meeting to provide additional clarification of the content of their proposal. The City reserves the right to invite all of the PROPOSERS for an oral clarification OR only the top three (3) ranked firms based on the initial written proposal review. The meeting will not alter the selection criteria but will be used to clarify content of the proposal. The final scoring and ranking will be made after the meetings. Proposals shall consist of the sections named in the "Contents of Proposal" outlined below.

The weighted scoring in the [Evaluation Criteria](#) prioritizes the factors most important for this solicitation. A winner will be chosen based on the Total Average points of all evaluators across all scoring factors.

Once an agreement is reached with a Proposer, staff will recommend award of a contract. The City reserves the right to select the firm which, in its sole judgment, best meets the needs of the City.

For City Departments: Any contract resulting from this RFP, if more than \$75,000, shall not be effective until approved by the City Manager. Any contract resulting from this RFP, if more than \$250,000 shall not be effective until approved by the City Council.

For Operating Companies (such as the Rose Bowl): Any contract resulting from this RFP, if \$250,000 or less, shall not be effective until approved by the top executive official of the Operating Company. Any contract resulting from this RFP, if more than \$250,000, shall not be effective until approved by the Board of the Operating Company (including the Pasadena Rental Housing Board, Rose Bowl Operating Company, Pasadena Center Operating Company, or Pasadena Media).

2. *Separate Review of Technical, and Price Proposals*

The Technical Proposal and the Price Proposal will be evaluated separately. First will be all non-price qualifications including but not limited approach, experience, all Required Forms, litigation history, responsiveness, and all elements related to the non-price evaluation factors in the Evaluation Criteria ([#Evaluation Criteria](#)). The City may utilize separate evaluation committees to review the Technical and Price elements.



9. Evaluation Criteria

Evaluation of the proposals will be based on a competitive selection process, in which the evaluation of proposals will not be limited to price alone. The capability of the proposer to satisfy the City requirements identified in this solicitation, and the experience of the proposer in providing services of this type, size and scope will also be considered in the selection. This RFP has been structured to provide specific requirements which function as a standardized framework for the evaluation. The weighted scoring prioritizes the factors most important for this solicitation. A winner will be chosen based on the Total Average points of all evaluators across all scoring factors.

The City, in consultation with the selection panel, reserves the right to reject any and all proposals. The selection panel will grade and score responsive proposals with the following criteria and weights: The competitive selection evaluation criteria are as follows:



No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	<p>Proposed Solution Points will be assigned for “Functional and Technical Merit” based on the capability of the proposer to satisfy the City requirements identified in the SCOPE OF WORK and as delineated. Points will be assigned for “Completeness of Proposed Solution” based on the vendor submitting a proposal that follows the guidelines specified in the SCOPE OF WORK.</p> <p>Service/Products and Ability to Meet Operational Requirements.</p> <ul style="list-style-type: none"> • Vendor’s ability to meet and satisfy the City’s banking requirements and the Vendor’s ability to enhance the City’s treasury operations through additional services. • Secured Online Portal-Vendor’s demonstrated level of robustness, quality, ease to use and security control of its bank portal. • Customer Support-Vendor ability to provide a relationship management team with experienced customer support agents and online service and support capabilities. 	Points Based	40 (40% of Total)
2.	<p>Experience and References Points will be assigned for “Experience with Projects of this Size and Scope in an Agency of Similar Size” based on a vendor’s previous experience with municipal agencies, as delineated in the SCOPE OF WORK, and CLIENT REFERENCES. Relevant experience, and technical expertise of the Proposer and service providers (if allowed) to perform the work. Points will be assigned based on references that named professionals are responsive to requests for analyses and information, have met or exceeded all performance expectations, and would be contracted with again. Nature and quality of completed work for other governmental agencies.</p> <ul style="list-style-type: none"> • Vendor Experience and Reference- Vendor’s reference checks and experience in banking with government agencies. • Financial Strength- Points awarded based on an evaluation of vendor’s financial strength and condition to serve as a depository agent for the City. 	Points Based	20 (20% of Total)



3.	<p>Cost Proposal</p> <p>Points will be assigned based on a "Ratio Method." The proposer's cost must include the delivery of the proposed solutions, as well as any recurring costs (if any) as delineated in the Scope of Work and the PRICE PROPOSAL.</p> <p>With this method, the proposal with the lowest cost receives the maximum points allowed. All other proposals receive a percentage of the points available based on their cost relationship to the lowest price. This is determined by applying the following formula:</p> <p>Lowest Price / Evaluated Price X maximum points available = Awarded Points</p> <p>Example: The cost for the lowest proposal is \$100,000. The next lowest proposal has a cost of \$125,000. The total points available for cost = 30 points.</p> <p>$(\\$100,000 / \\$125,000) \times 30 = 24 \text{ points}$</p>	Reward Low Cost	30 (30% of Total)
4.	<p>Local Pasadena Business</p> <p>To be awarded a 5 point preference for this category, the proposer must have an official business address within the City of Pasadena at the time that this RFP is posted on the City's Website.</p>	Pass / Fail	5 (5% of Total)
5.	<p>Small or Micro-Business</p> <p>To be awarded a 5 point preference for this category, the proposer must be certified by the State of California as a small or micro-business. Refer to the State of California Department of General Services Division for further information.</p> <p>https://caleprocure.ca.gov/pages/sbdvbe-index.aspx</p>	Pass / Fail	5 (5% of Total)



10. Submittal Instructions

1. *Early Preparation for Submission*

We value your participation in this solicitation and want to ensure you have every opportunity to present your response in the manner instructed in this solicitation. It is important that you submit **a complete response prior to 3:00 pm on Thursday, July 9, 2026** through this eProcurement portal. We strongly advise against waiting to within the last three days of the submittal deadline to begin working on your response. Starting early on your response increases time to:

- Thoroughly review all requirements and the entire solicitation document.
- Gather, organize, and complete the necessary documents for submittal.
- Address any unforeseen technical issues that may arise during the preparation or submittal of your response.

Delaying your response may result in errors, or can cause you to miss the submission deadline. Either of which can negatively impact your submittal or cause your submittal to not be accepted.

2. *Training Resources for Vendors:*

Screen Shots:

Instructions for the new eProcurement System: The following link will help you [Get Started](https://opengov.my.site.com/support/s/article/c7a5affa-e073-4d5a-8d87-b6eadcf343a9) (<https://opengov.my.site.com/support/s/article/c7a5affa-e073-4d5a-8d87-b6eadcf343a9>) and will include vendor guides for using the system. Below are additional screen shots for support.

All Video Guides: OpenGov Procurement Vendor Training


1. [New Supplier Account](#)
2. [Submit a Bid or Proposal](#)
3. [Updating Your Company Designation on a Solicitation](#)
4. [Vendor Selection of Category Codes](#)
5. [How To Subscribe To Organizations And Find Active RFPs & Bids](#)
6. [Login Process](#)
7. [How to Edit or Withdraw your Proposal after it's been Submitted](#)
8. [How to Submit a Question](#)
9. [Viewing Bid Results](#)

Video Trainings



3. *OpenGov Technical Support*

Technical support for an eProcurement system plays a vital role in ensuring smooth operations. You can call or email technical support using the information below.

- **Phone:** (650) 336-7167
- **Email:** support@support.opengov.com
- **Issue Log:** <https://opengov.my.site.com/support/s/contactsupport/incident>
- **Live Chat:** Click on the circle blue icon  at the bottom right of the screen.

4. *Electronic Submission and Delivery Instructions*

Parties interested in responding are required to submit electronically through the City of Pasadena's [eProcurement Portal](#) prior to 3:00 pm, Thursday, July 9, 2026. Please upload all required documents as instructed in the section named [Submittals/Checklist](#) sufficiently early electronically through the city's eProcurement Portal before the time and day listed in this solicitation. Responses must be received in the system prior to the deadline.

The Specification or Scope of Work included in this Notice shall be considered part of any contract made pursuant thereunder.

5. *Withdrawal of Proposal*

Any Bidder or Proposer may withdraw their response via the City's [eProcurement Portal](#) prior to 3:00 pm on Thursday, July 9, 2026.

6. *City Changes to the Solicitation Documents*

The City reserves the right to change any part of these Instructions and Specifications any time prior to the bid opening. Any changes shall be in the form of addenda and will become a part of the bid documents and of the contract. Addenda shall be made available to each Bidder or Proposer. A Bidder's or Proposer's failure to address the requirements of the addenda may result in the response not being considered. If the City determines that a time extension is required for the bid, the addenda will give the new submission date.

Addenda shall be acknowledged via the City's [eProcurement Portal](#) for the project named "Banking Services." Project ID: 2026-RFP-0051. Bidders or Proposers can view a list of addenda released by the City by clicking on "Addenda & Notices." While drafting a response, there is a section for "Addenda Confirmation" where Bidders or Proposers must acknowledge each addenda released.

7. *Deadline for Questions*



The deadline to submit questions related to this solicitation is Monday, June 29, 2026, prior to 12:00 pm.

Questions regarding this solicitation should be submitted directly through the City's eProcurement Portal Q&A function. Do not contact any City employee or official regarding this solicitation. Any questions submitted after the date and time specified may not be considered.

8. Follow these steps to submit your proposal electronically:

If you are already registered and need help logging in or retrieving your user information utilize the blue chat bubble visible on the lower right hand corner of the screen.

Click on the hyperlink for the City's [eProcurement Portal](#) to create your vendor profile.

Electronic Submission of Bids

All Proposers are required to submit their bid pricing electronically via the city's eProcurement Portal. The electronic system will close submission exactly at the date and time set forth in this solicitation or as changed by addenda. In addition, your bid must be submitted via the eProcurement Portal.

Proposers are responsible for submitting and having their bid accepted before the closing time set forth in this solicitation or as changed by addenda. NOTE: It is the Proposer's sole responsibility to ensure their bid and document(s) are uploaded, transmitted, and arrive in time electronically. The City will have no responsibility for bids that do not arrive in a timely manner, no matter what the reason.

Upon closing of the Bid, Bid Results will be available on the City's eProcurement Portal.

In the case of a discrepancy between the electronic bid schedule (pricing) and any uploaded Bid schedule document or pricing, the electronic bid schedule will be the accepted bid.

Steps to Submit Your Electronic Proposal:

To submit an offer to the City, vendor must begin by clicking on the green DRAFT PROPOSAL button.

<https://procurement.opengov.com/portal/pasadena/projects/137675>

1. Acknowledge all Addenda
2. Accept City of Pasadena Terms and Conditions Message
3. Answer all required vendor questions.
4. Upload all required forms. Proposer may save their work and return.
5. Review your work and submit proposal when ready.
6. You will receive a confirmation email from OpenGov upon receipt of your bid/proposal.
7. Proposer may withdraw their bid at any time **prior to** 3:00 pm on Thursday, July 9, 2026.

Note: If an addenda is issued after a response has been submitted, Proposer or bidder must return to take steps below. Failure to do both steps will result in an invalidated offer.



- 1- Acknowledge the new addenda; and
- 2- Resubmit your bid through the City's eProcurement Portal.

Do Not upload a Zip File: Unzip Your Files

Note: If your files are [zipped or] in a zip folder, you may need to unzip the files before uploading. The following instructions may be helpful to do so.

1. Open File Explorer, and find the zipped folder.
2. To unzip the entire folder, right-click to select Extract All, and then follow the instructions.
3. To unzip a single file or folder, double-click the zipped folder to open it. Then, drag or copy the item from the zipped folder to a new location.

9. Vendor Registration Instructions & Customer Service information:

Click here to register onto the City's [eProcurement Portal](#) hosted by OpenGov.

If you are already registered and need help logging in or retrieving your user information simply click on the blue chat bubble on the lower right hand corner of your screen or contact OpenGov at procurement-support@opengov.com for help at any time.

Customer Service

For assistance with e-bidding or uploading documents: Contact OpenGov via the blue chat bubble on the lower right hand corner of your screen or email at procurement-support@opengov.com.

Monday through Friday 5 am - 5 pm PST, except statutory holidays-- response time is typically less than ten minutes.

10. Surety2000 Instructions

If a bid bond is required, below are instructions for utilizing Surety2000 to submit an electronic bid bond.

Video Trainings:

- How a Contractor Registers with Surety2000: <https://drive.google.com/file/d/1SCj8obRyke8hIIRG84yYD5Wbod7ZQuR/view>
- How to Create a Bond: https://drive.google.com/file/d/1_ZphPelkFAhVhYhUdpKU1sC1xpNjVnf3/view
- How to Sign the Bond: <https://drive.google.com/file/d/1wT3UVU-hiecfocwAOwaAh9rP93mKQ-9P/view>



Bid Bond Instruction:

Bidders must provide all required information for the City to verify the bond with their bid. The bond must meet the following requirements and characteristics: Bid security in the amount of five percent (5%) of the total bid price in the form of a redeemable or callable electronic surety bond, meeting City requirements, must accompany all bids. If the Bidder to whom the contract is awarded shall for fifteen (15) calendar days after such award fail or neglect to enter into the contract with the required insurance documentation, submit the Construction & Demolition Waste Management Plan, and file the required bonds, the City may deposit in its treasury said bid security and, under no circumstances, shall it be returned to the defaulting Bidder. Failure to return signed contract with all the attachments stated above may result in having the project awarded to the next lowest bidder.

Here is what bidders must provide to their bonding agent when trying to setup a bid bond for the City of Pasadena: The Project ID of the solicitation on which you are bidding. Your Contractor Vendor ID which is your Federal Tax ID or it's equivalent. Both fields are required for validation. If you are having trouble finding these ID's, please contact Surety2000 at 1-800-660-3263 or email help@surety2000.com



11. Submittals/Checklist

The response to this RFP must be made according to the requirements set forth in this solicitation, both for content and for sequence. Noncompliance with these requirements or the inclusion of conditions, limitations, or misrepresentations, may be cause for rejection of the proposal.

1. *Acknowledgements*

a) **Proposer Certification***

By submitting this bid the proposer hereby certifies under penalty of perjury of the laws of the State of California that all representations made in the documents that comprise the proposal for Banking Services due on Thursday, July 9, 2026 are true and correct to the best of my knowledge at the time of the proposal's submission.

By confirming, the vendor is acknowledges the following:

- We have reviewed and agreed to all of the documents contained in this solicitation and understands that the City will not be responsible for any errors or omissions on the part of the vendor in making up this bid or proposal.
- The representations herein are made under penalty of perjury.
- We hereby offer to sell the City of Pasadena the materials, products, and/or services at the prices shown and under the terms and conditions included hereon or attached or referenced.

☐ Please confirm

*Response required

2. **CONTENTS OF PROPOSAL**

The entire proposal must be formatted on standard-size 8½"x11" pages; 12 point font only. The "Technical Proposal," "Additional Data," and "Statement of Qualifications" can be no more than 100 grand total pages.

b) **Mandatory Content***

- Cover letter
- Table of Contents, Statement of Qualifications and/or Experience including Technical Proposal
- Relevant Experience Form
- Price Proposal
- Required Forms
- Additional Data (if applicable)



Subsequent to the closing of this solicitation, the selected vendor will be required to provide the following documents within 10 calendar days of being notified, otherwise the submitted proposal may be deemed non-responsive.

- Request for Tax Payer Identification Number and Certification ([IRS Form W-9](#))
- Pasadena Business License (if required)
- Any Required Licenses or Certifications
- All Insurance Required by this Solicitation (If Required) [#Insurance Requirements](#)

☐ Please confirm

*Response required

c) Cover Letter*

Upload your Cover Letter:

“Cover Letter” shall be a maximum one-page letter including the name and address of the organization submitting the proposal; whether the proposing firm is an individual, partnership, corporation or joint venture; and the name, mailing/e-mail addresses, and telephone/fax numbers the contact person who will be authorized to make representations for the organization.

*Response required

d) Technical Proposal & Statement of Qualifications*

Please include the Table of Contents, Technical Proposal & Statement of Qualifications in this section.

TECHNICAL PROPOSAL” should demonstrate the PROPOSER’S full understanding of the SCOPE OF WORK and the effort needed to complete the Project on time and within the budget through the submittal of a proposed work plan including project deliverables (identify specifically and thoroughly for each portion of and phase). No pricing shall be included in this section.

The TECHNICAL PROPOSAL shall include a proposed work schedule to indicate duration and completion dates, including the dates of Deliverables/Milestones and estimates of the amount of time to be spent with City Staff for the services outlined in the Scope of Work.

The TECHNICAL PROPOSAL shall also include the Statement of Qualifications which highlight your company’s most applicable products, services, and experience.

Proposer's Background

Each proposer shall be skilled and regularly engaged in the general class or type of work called for in this RFP. The proposer's background and experience shall be set forth and submitted as follows:



- Company ownership. If incorporated, cite the state in which the company is incorporated and the date of incorporation.
- Name, address, email address and telephone number of the proposer's point of contact for this project.
- Provide an organizational chart and list of key personnel dedicated to the relationship, including name, position and location. Provide a description of their experience and qualifications.
- Describe the financial institution's experience in providing the requested services to the public sector, including the length of time.

The entire proposal must be formatted on standard-size 8½"x11" pages; 12 point font only. The "Technical Proposal," "Additional Data," and "Statement of Qualifications" can be no more than a grand total of 100 combined.

*Response required

e) Relevant Experience Form*

Complete and submit the attached Relevant Experience Form with your bid to demonstrate experience with projects of similar scope and size to that which is to be performed.

Client References

Proposer shall provide a minimum of three references from California public sector entities for which the proposer has provided similar services within the last three years. Information provided shall include:

- Client name, contact, address, telephone number and email address.
- Type of service provided to the client.
- Start and end dates of service.
- Bank staff assigned to the project.

- [RELEVANT EXPERIENCE FORM.pdf](#)

*Response required

f) Separate Price Proposal Submittal:

PRICE PROPOSAL shall be submitted in this upload apart from the proposal. Reference PRICE PROPOSAL.

Each Proposer must submit a Price proposal containing all costs associated with the technical proposal. Using the Price Proposal tables in this RFP, provide Proposer's unit pricing for performing all services and work called for in the SCOPE OF WORK.

g) Additional Data (if necessary)

"Additional Data" shall include any other data the PROPOSER deems essential to the evaluation of the proposal, i.e., letter of reference, other related projects, etc., or other required documents.



The entire proposal must be formatted on standard-size 8½"x11" pages; 12 point font only. The "Technical Proposal," "Additional Data," and "Statement of Qualifications" can be no more than a grand total of 100 combined.

3. Preferences (if applied)

h) Is your company currently certified with the State of California Department of General Services (DGS) as a Small or Micro Business?*

If this preference is applied to the solicitation, and your company is seeking this preference, you must provide a copy of the certification from DGS.

☐ Yes

☐ No

*Response required

When equals "Yes"

i) Please upload a copy of your Current California DGS Certification*

*Response required

j) Is your company currently located within the boundary of the City of Pasadena?*

☐ Yes

☐ No

*Response required

When equals "Yes"

k) Please upload a copy of your Company's Pasadena Business License*

*Response required

4. REQUIRED CERTIFICATIONS (FORMS)

Please download, complete and submit any required forms below.

l) Disclosure of Contracts with the U.S. Department of Homeland Security (DHS)*

Disclosures:

Respondents are invited to disclose any current contracts, subcontracts, or agreements with DHS, including any related data-sharing arrangements. If provided, respondents may include:

- DHS agency or sub-agency (if applicable)
- General description of services
- Whether data-sharing with third parties is involved



If no such relationships exist, respondents may indicate "No."

Questions related to the disclosure shall be asked and answered through the solicitation Question and Answer process. The completed disclosure form will be reviewed by and shared with the City Manager's office. Please upload this form as part of the submittal checklist and email a copy to CMOContractsAssesment@cityofpasadena.net.

- [6e75f429-d60a-4bf7-bb18-0b4...](#)

*Response required

m) AA1; AA2; AA3; SIGNATURE & LEGAL STATUS; AND DECLARATION OF NON-Collusion*

If your proposal does not include all of the below items, it may be deemed non-responsive.

- Each PROPOSER must submit a completed Form AA-1. Failure to submit this form will result in automatic disqualification with no exceptions unless PROPOSER has an approved form on file with the City.
- Form AA-2 is required to be submitted for projects involving labor or services in excess of \$25,000.
- Form AA-3 is Optional. (Copies attached)
- A completed and signed "Declaration of Non-Collusion." (Copy attached)
- SIGNATURE & LEGAL STATUS (Copy attached)
- Evidence of certification by State of California as a small or micro-business, if claiming such preference – <https://caleprocure.ca.gov/pages/PublicSearch/supplier-search.aspx>
- [REQUIRED FORMS - AAs - SIG-...](#)

*Response required

n) Conflict of Interest*

Please download the below documents, complete, and upload.

- [CONFLICT OF INTEREST.pdf](#)

*Response required

o) Taxpayer Protection Amendment Disclosure *

Please download the below documents, complete, and upload.

ADDITIONAL REQUIREMENT

For RFP/RFQ where the selected vendor/contract will require City Council approval (check with City project manager for clarification), the following requirement applies:

- TAX PAYER PROTECTION ACT – PROPOSER SUBMITS A COPY OF THE COMPLETED TPA FORM TO THE CITY CLERK'S OFFICE

E-MAIL: OfficialRecords-CityClerk@Cityofpasadena.net



- [Pasadena Taxpayer Protectio...](#)

*Response required

p) Designated Representative*

Please download the below documents, complete, and upload.

- [DESIGNATED REPRESENTATIVESd...](#)

*Response required



