

### **Example of the evaluation process – Quality questions**

With regard to the quality element of the evaluation process the invitation to Tender requires each bank to respond to a series of questions on quality issues, for example :-

#### Technical issues

- How will the bank deal with differences between the actual and stated banking
- Proximity of local branches
- Is the Council indemnified against additional costs it might incur if the bank closes the local branch or processing centre
- Does the bank offer interest earning instant access deposit account facilities

#### Internet banking issues

- Stopping cheques via the internet
- Availability online of images of cheques and deposit slips
- Training
- Back up in case of failure of internet banking and advice on downtime in previous 12 months
- Are balances up dated in real time
- Format and method to deliver transaction data

#### Relationship Management

- Who will be the relationship manager and frequency of meetings
- Dealing with queries and complaints
- Will the bank review the council's banking arrangements
- What new products are in development

#### Implementation if the Council changes bank

- Implementation plan
- Redirection of standing orders
- Who will be the individuals involved and what is their experience

Please note that not all these questions will carry the same score. Those that are considered more important will be weighted.