



## **Request for Proposals**

### **Bid Title:**

**Town of Duck  
Banking and Treasury Management Services**

**Date of Issue: July 9, 2026**

**Proposals Due: August 20, 2026**

### **Submit to:**

**Drew Havens  
Town Manager  
PO Box 8369  
1200 Duck Road  
Duck, NC 27949**

If you have received this Request for Proposal from a source other than a Town of Duck official, it is the responsibility of the bidder to ensure that all addenda have been received. Bidders should email Drew Havens at [dhavens@ducknc.gov](mailto:dhavens@ducknc.gov) to ensure that your institution is added to the distribution list. However, it is still the responsibility of the bidder to ensure that all addenda are received prior to submitting a bid/proposal.

**Town of Duck, North Carolina**  
**Request for Proposals (RFP)**  
**Banking and Treasury Management Services**

**Proposal Due Date: August 20, 2026**

Issued By: Town of Duck Finance Department

**Primary Contact:**

Drew Havens, Town Manager

Town of Duck

PO Box 8369

1200 Duck Road

Duck, NC 27949

The Town of Duck, located in the northern Outer Banks of Dare County, North Carolina, and incorporated in 2002, is a popular tourist destination with approximately 5.8 miles of oceanfront shoreline. With a year-round population of 750, the Town has upwards of 20,000 people living here during the busy summer months. With a staff of 41 and an annual budget of \$13 million, the Town provides Police and Fire services, Planning, Building Inspections, and a significant number of public events.

**SECTION I – GENERAL INFORMATION**

- A. The Town of Duck, North Carolina (“Town”) is requesting proposals from qualified financial institutions to provide banking and treasury management services. The Town seeks a banking partner that can provide reliable municipal banking services, responsive customer support, strong fraud protection tools, and modern treasury management technology.
- B. The Town currently maintains three (3) primary bank accounts and utilizes payroll direct deposit and business credit card services and wishes to explore remote deposit capture. The Town utilizes Black Mountain Software for financial management operations and prefers banking platforms compatible with standard NACHA file formats and municipal accounting practices.
- C. The selected institution will be expected to provide high-quality banking services in a secure, efficient, and cost-effective manner while supporting the operational needs of the Town and maintaining compliance with North Carolina public funds requirements.
- D. While proposals will be evaluated based on overall value and service capabilities, the Town may give favorable consideration to financial institutions maintaining a full-service branch or operational presence within the Town of Duck and Dare County. The Town values accessibility, responsiveness, and convenient in-person banking support for Town operations.

## **SECTION II – CONTRACT TERM**

- A. The initial contract term shall be for four (4) years beginning January 1, 2027. At the sole discretion of the Town, the agreement may be renewed for up to two (2) additional two-year renewal periods under the same or negotiated terms and conditions.
- B. Either party may terminate the agreement upon ninety (90) days' written notice. The Town reserves the right to terminate the agreement immediately for cause if services are not performed in accordance with the requirements of the contract.

## **SECTION III – MINIMUM QUALIFICATIONS**

- A. Institutions responding to this Request for Proposals must be FDIC insured and authorized to conduct business within the State of North Carolina. The institution must qualify as a public depository pursuant to North Carolina General Statutes (159-31) and comply with all pooling method collateralization requirements applicable to public funds.
- B. The institution should demonstrate financial stability, experience providing banking services to governmental entities, and the technological capability to provide modern treasury management services including ACH origination, online banking, positive pay services, and fraud prevention controls.
- C. The selected institution shall designate a primary account representative responsible for managing the Town's relationship and assisting with implementation, operational support, and issue resolution.

## **SECTION IV – SCOPE OF SERVICES**

- A. The selected institution shall provide banking and treasury management services including, but not limited to, account management, online banking services, ACH origination, wire transfer services, positive pay services, fraud prevention tools, remote deposit capture, business credit card services, and account reporting.
- B. The Town requires secure online banking access with user administration controls, transaction reporting, and the ability to initiate ACH and wire transactions electronically. The institution should provide dual authentication and other appropriate security measures to protect Town accounts and transactions.
- C. The institution shall provide positive pay services for check disbursements as well as ACH fraud protection tools such as ACH blocks or filters. Proposals should describe the institution's cybersecurity practices, fraud monitoring procedures, and treasury security controls.
- D. Remote deposit capture services shall include scanner equipment, installation, training, ongoing technical support, and deposit reporting capabilities. The proposal should identify scanner models, software requirements, deposit deadlines, and equipment replacement procedures.
- E. Business credit card services should include online account access, transaction reporting, customizable spending limits, and fraud monitoring capabilities. The

Town expects the institution to provide responsive customer service and timely assistance regarding card administration and maintenance.

- F. The Town may request additional banking-related services during the term of the agreement, and the institution should describe any additional treasury management or municipal banking services that may benefit the Town.

## **SECTION V – REQUIRED PROPOSAL CONTENT**

- A. Proposals should include a cover letter signed by an authorized representative of the institution along with a description of the institution’s qualifications, governmental banking experience, and financial stability.
- B. The proposal should clearly describe the banking services being offered, treasury management platform capabilities, fraud prevention tools, remote deposit capture services, business credit card services, and customer support structure.
- C. Institutions should provide at least three (3) governmental references of similar size and complexity and include a proposed implementation timeline for transitioning banking services.
- D. A concise fee schedule should be included identifying all costs associated with the proposed services including account maintenance fees, ACH fees, wire fees, positive pay fees, remote deposit fees, online banking fees, implementation costs, and any other applicable charges.
- E. Institutions should clearly describe any earnings credit or compensating balance structure that may apply.
- F. The proposal should contain a sample monthly statement for a public funds checking account.

## **SECTION VI – EVALUATION CRITERIA**

- A. Proposals will be evaluated based on the institution’s governmental banking experience, financial stability, technology platform, fraud prevention capabilities, customer service approach, implementation plan, references, and overall cost.
- B. The Town may request interviews, demonstrations, or additional information from selected institutions during the evaluation process. The Town reserves the right to negotiate with one or more institutions and to award the contract in the best interest of the Town.

## **SECTION VII – PROPOSAL SUBMISSION**

Sealed proposals must be received by the Town no later than August 20, 2026.

Proposals should be clearly marked “RFP – Banking Services” and delivered to:

Drew Havens, Town Manager  
Town of Duck  
1200 Duck Road  
PO Box 8369  
Duck, NC 27949

Questions regarding this Request for Proposals should be directed to:

Drew Havens, Town Manager.

Direct Dial: 252-254-5950

E-Mail: dhavens@ducknc.gov

## **SECTION VIII – IMPLEMENTATION SCHEDULE**

RFP Issued – July 9, 2026

Questions Due – July 29, 2026

Proposals Due – August 20, 2026

Review/Interviews –September 2026

Council Approval – October 7, 2026

Implementation – November/December 2026

Contract Start Date – January 1, 2027

## **SECTION IX – RESERVATION OF RIGHTS**

- A. The Town reserves the right to reject any or all proposals, waive informalities, request clarification or additional information, negotiate modifications to proposals, or cancel this Request for Proposals at any time.
- B. The Town further reserves the right to award the contract to the institution determined to be in the best interest of the Town based upon the evaluation criteria contained herein.

## **SECTION X – ADDITIONAL TERMS AND CONDITIONS**

- A. All costs incurred by the Proposer associated with RFP preparations and subsequent interviews and/or negotiations, which may or may not lead to execution of an agreement, shall be borne entirely and exclusively by the Proposer.
- B. All responses, inquiries, or correspondence relating to the RFP will become the property of the Towns when received and will not be returned.
- C. The Towns reserve the right to refuse any or all packages received that do not meet the criteria listed above or that are received after the due date and time.

## **SECTION XI – AUTHORIZED SIGNATURE**

The undersigned certifies that the information contained in the proposal is accurate and that the institution is authorized to provide the services described herein.

Institution Name: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_