

Part B: Background Information.

Application Pack for the
Community Cash Service Trials
He Whakamātautau i te Pūnaha Moni a-Rohe

Version B1.0 released 9 May 2024.

Applications close at 12 Noon on 11 June 2024
and must be submitted through the
Government Electronic Tender Service (GETS).

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Introducing the trials and town selection criteria

At the Reserve Bank of New Zealand – Te Pūtea Matua we are committed to keeping cash available and accepted for as long as New Zealanders want or need it.

We know that most New Zealanders value cash and want to see it protected as an option for those that need to use it, while most of us want the option to use it from time to time.

We know, and are particularly concerned, that rural retailers and their customers have more difficulty withdrawing cash (including change) and banking it (including takings) due to commercial banks closing branches or ATMs and reducing both opening hours and over-the-counter cash services.

Community Cash Service Trials - He whakamātautau i te pūnaha moni a-rohe (“the trials”) will research whether some simple cash service enhancements introduced into rural towns can make getting, banking, accepting and giving cash as change or cash outs easier for retailers and to the benefit of their customers and communities. The options we are likely to trial are:

1. Local cash depot with a Smart ATM that will dispense cash and accept cash deposits from customers of any bank. There will be an associated change machine for coins.
2. Local cash depot with a Smart Safe allowing multiple retailers and services to acquire cash and make cash deposits. There will be an associated change machine for coins.
3. Security van service to individual premises of retailers (and other participating services) bringing cash withdrawals for use as change or cash outs and taking surplus cash to deposit.

In addition, retailers and other services within the town could choose to be part of a scheme which pays them for ensuring they can meet all reasonable cash-out requests with or without purchase.

We are excited to be inviting rural towns of Aotearoa New Zealand to partner with us on this project to trial interventions and inform potential policies to ensure the future of cash availability, acceptance, and use.

You can find out more about the trials on our webpage [Community cash service trials - Reserve Bank of New Zealand - Te Pūtea Matua \(rbnz.govt.nz\)](https://www.rbnz.govt.nz/Community-cash-service-trials) .

Towns are eligible to apply to participate in the trials if they meet all of the following pre-conditions:

- Population of between 1,000 and 10,000 residents.
- Any over-the-counter cash banking services offered in the town must not be open to customers for more than 40 hours a week (total hours for all banks with branches or agencies in the town).
- Not be host to a New Zealand Banking Association Banking Hub.

Applications will be shortlisted using evaluation criteria

We will be evaluating applications against set criteria using a five-point scale, and expect that applicant towns more likely to be shortlisted will:

- Offer a compelling “cash story” for the town which establishes the need and suitability of the types of services we want to trial and research. (30% of evaluation criteria)
- Include demonstrated widespread leadership, community, and retailer enthusiasm and willingness to participate in the trials. (20%)
- Have greater difficulty or disadvantage in accessing bank-provided cash services available in other towns or ways. (20%)
- Have a potentially suitable site (for which licence fees may be paid for site availability) to meet the security, servicing, and retailer user needs for a cash depot (if that solution is wanted by the town). Sites may be within an existing retailer, other business service or community facility. Site suitability and needs would be explored more fully with short-listed towns. (15%)
- Have a generally calm and stable security profile. You may address this aspect in your application, but we will follow up with short-listed towns in any case. (15%)

The evaluation model that will be used for town short-listing is a weighted attribute (weighted score) model. The panel will use an averaged score at the evaluation team moderation meetings to develop a short-list of towns. The evaluation panel may, at its discretion, choose to short-list towns with lower scores to support strategic considerations for the final selection of towns.

Final selection will be based on a number of considerations

After shortlisting, we will focus on project considerations including feasibility, configuration, and costs of trial solutions for the shortlisted towns, with the final selection from the shortlist taking this into consideration. We will discuss potential solutions with shortlisted towns. The final selection will seek to assemble a total package of trial towns that offers the:

- Ability to trial a range of service models in a range of town types.
- Efficient and effective use of available budget and project resources for the trials (which may include preference for towns located in the same general region/s).
- Any other project or strategic considerations that may be applicable.

Please note that we may:

- Contact applicants at any point in the evaluation process for additional information or clarification.
- Ask to meet in person or online with town applicants as the shortlist is finalised or during the final selection process as potential solutions are explored for shortlisted towns.
- Adjust the evaluation process to manage factors such as the number of applications received, or towns shortlisted. For instance, security assessments of towns and potential cash depot sites may occur during shortlisting or the final selection steps.

More detailed terms and conditions applying to the application and evaluation process are provided in Part C: Application Terms (Process Details).

Introducing the application process

Key dates

Town selection process	Dates
Webinar including presentation and Q&A	Thursday, 16 May (5.30-6.30pm)
Last date for notification of intent to Apply	Sunday, 19 May
Last date for town questions You will still be able to ask technical questions relating to uploading or submitting your application after this.	Wednesday, 22 May
Last date for RBNZ to respond to questions about the trials, except for technical questions relating to uploading or submitting your application	Monday, 27 May
Applications close	Tuesday, 11 June (12 Noon)
Evaluation and short-listing	June - July
Final town selection	August
Town Commissioning	September 2024- February 2025
Research ends	February 2026

Who can complete this application?

- Applicants may apply, and endorsers may endorse, on behalf of multiple towns. Each town must have its own application form and these may be submitted as separate files uploaded in one submission through the Government Electronic Tender Service (GETS).
- Applicants should be, or be acting on behalf of, town leaders which may include organisations or individuals from an iwi or hapū; local government (city/district council or community board); retail, business, economic development or community groups.
- Applications must be formally endorsed by up to three other leaders, such as listed immediately above.

Please tell us as soon as possible if you intend to apply

- Please let us know if you intend to submit an application as soon as possible and ideally by Sunday, 19 May 2024. **Please do this by lodging a question through GETS with the subject line - Town intention to apply for the Community Cash Service Trials.** In the body of the questions, please confirm the town/s to be included in the application, the name of the applicant, and contact person details.
- This process will help us identify people or organisations proposing to apply for the same town and put them in touch with each other. It will also help us finalise and scale our evaluation process to the likely application numbers.
- You can submit an application without letting us know you intend to apply, and we accept that not all intentions registered will result in a submitted application.

Please attend our webinar

- We will host a webinar on Thursday, 16 May, from 5.30-6.30pm. Potential applicants, endorsers and anyone else interested in finding out more about the trials and the application process are welcome to attend using the following MS Teams link. Attendees will need to use the chat function to ask questions. The presentation materials and questions and answers will be added to the GETS listing .

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 438 039 874 077

Passcode: 7tvaX2

Dial-in by phone: [+64 4-889 5741,,918326086#](#) New Zealand, Wellington [Find a local number](#)

Phone conference ID: 918 326 086#

Please ask any questions about the trials design, evaluation criteria or expectations of selected towns by 22 May 2024

- We will only accept questions from prospective applicants through GETS. Questions seeking to clarify aspects of the trial design, evaluation criteria or expectations of selected towns must be received before 22 May 2024, and we will answer all outstanding questions on that platform by 27 May 2024. We will still accept and respond to questions about the application form and submission process after 22 May.
- We will share anonymised questions and answers of potential value to other applicants on GETS.

Government Electronic Tender Service (GETS)

- We are using GETS (www.gets.govt.nz) provided by the Ministry of Business, Innovation and Enterprise to help ensure procedural fairness, including for registering intent to apply, processing questions, securely storing applications (which we won't be able to see until after applications have closed), and helping us manage evaluation and communications with applicants.
- To register on GETS the individual registering (even if on behalf of an organisation) needs their own RealMe logon provided by the Department of Internal Affairs (which does not have to be the verified identity option). Both GETS and RealMe (www.realme.govt.nz) are free to use.
- If you have any technical issues with GETS please phone 0508 GETS HELP (0508 438 743) or email info@gets.govt.nz.

Independent probity auditor

- The Reserve Bank has appointed McHale Group Limited to undertake an independent probity audit over the Town Application process. They are maintaining an overview of the procurement process and verifying that the procedures set out in the Application process document are complied with and that probity principles are adhered to. The Probity Auditor is not a member of the Evaluation Panel.
- An applicant concerned about any probity issue has the right to contact the Probity Auditor and request his review. The outcome will be documented with copies to both the applicant who raised the issue and to the Reserve Bank of New Zealand. The Lead Probity Auditor is Shaun McHale, Managing Director, shaun.mchale@mchalegroup.co.nz.

Reserve Bank contact point

Please use the Question and Answer function on our GETS listing to ask any questions and we will endeavour to answer within two business days. **Please do not use other contacts or email addresses you may have for the Reserve Bank as this may compromise probity.**

Expectations if your town is selected

What these expectations cover

- Our mutual relationship expectations.
- What the Reserve Bank will provide.
- What participating towns will provide.
- How we will protect information.
- Finishing up the trials.

Our mutual relationship expectations

At Te Pūtea Matua we have a set of mutual relationship expectations and commitments with the organisations we work with in the trials.

We build our relationships on mutual respect, ethical behaviour, and te whakatōpū — bringing together, consolidating, and combining our efforts.

Our behaviours will be:

- Honest - We state our position openly, constructively, freely and frankly.
- Achievement focused - We work together to achieve sound and efficient outcomes.
- Diligent - We provide clear expectations and deliver on them.
- Open-minded - We seek each other's perspective constructively and understand it.
- Professional - Disagreements can happen on issues, not people.

Our communication will be:

- Clear - Easy to understand, with decisions explained.
- Targeted - Made to the right people in governance and management.
- Consistent - One organisation, one message, one tone.
- Timely - Our communication will have no surprises.

What the Reserve Bank will provide

We will:

- Provide relevant points of contact for the applicant, endorsers, retailers, public, and others involved with the trials.
- Work with the community, including through the contacts provided by the town, to explain and help implement the trials. Our messaging will focus on understanding of the services being offered, and not on promoting their use (except for encouraging retailers to join the cash out scheme). This is because we want to research if and how the services change cash availability, acceptance and use within towns without “telling people to use them”.
- Work with our contracted service providers to put in place a local cash depot or security van service. In general, the service provider will look after all aspects of provision after introductions have been made, including space rental, security, servicing, or other arrangements – including customer use – for any cash equipment installed.
- Offer contracts to retailers (and other services) in each town to join a scheme which will see them paid for ensuring that they can readily meet reasonable cash out requests, with or without purchase.
- Collect information and data (including through the work of a contracted independent researcher) about the availability, acceptance and use of cash in the trial towns. The research will have its own ethics and consent frameworks.
- Meet with town applicants, endorsers and others from time to time, raise or discuss any issues raised, and provide feedback.
- Provide research reports and non-sensitive data about the trials to the public, including participating towns, mainly following the end of the research period.

What participating towns will provide

We see the cash trials as a research partnership between RBNZ (and our service suppliers) and participating towns. For the cash trials to succeed participating towns will:

- Provide us with main contacts for the trials, such from the applicant or an endorser organisation, and for the retail community.
- Help connect us, explain the trial in their towns, and encourage retailer participation.
- Help us identify community groups and individuals to survey as part of our research.

- Meet with us from time to time, raise any issues, and provide feedback on the trials to our researchers and the project team.
- Talk with us before releasing any public statements or other external communications about the cash trials. This is to ensure that security is not compromised, communities are getting consistent and correct information, and that we don't derail the research value. It is not intended to stop public comment.

How we will protect information

- Protecting privacy, security, data, systems, and commercially sensitive information are all very important to us, and things that we do every day.
- Our research will involve our independent researcher collecting information from individuals and community groups in participating towns. Participation in the research will be entirely voluntary. We won't know who has said what, as our researcher's reports will depersonalise and summarise the information given. There will be a separate ethics and consent framework covering the researcher's work.
- We will also be collecting data on cash activities in the town, including from cash service providers, payments switches, ATM providers and others for research purposes and (from payment switches) to pay those taking part in the cash out scheme.
- We, and our suppliers, will collect and store business and personal information securely in accordance with the Privacy Act 2020 in cases where information about individuals is involved, and with our own information security requirements. Any vendors we use as part of the trial (such as the research provider) will also be subject to our information security and privacy policies.
- RBNZ must comply with the Official Information Act 1982. This means there may be some circumstances where we must legally consider and disclose information we collect. We will consult with affected parties before making any decision to disclose information should this come up.

Finishing up the trials

- We expect trials to start in selected towns at different times between September 2024 and February 2025, with research running to about February 2026.
- If we think we may need to stop the trials in any or all towns for any reason, then we will make best endeavours to consult with participants before confirming any decision.
- Should a town, service provider or alternate funder wish to continue any aspects of the trials after our involvement ends then we will be open to discussing how a transition might take place.