REQUEST FOR PROPOSAL

PROCUREMENT CARD

(CREDIT CARD) PROGRAM

Parkland College is requesting proposals from qualified financial services suppliers for a procurement card (P-Card) program in order for personnel to purchase goods and services in a simple and timely manner. This program must contain a high level of internal controls insuring compliance with all relevant federal, state, and local regulations and align with Parkland College's policies and institutional procedures.

Please address your written proposals to Purchasing, Room A108, Parkland College, 2400 West Bradley Avenue, Champaign, IL 61821-1899. Please label your envelope "**RFP #2019-001 Procurement Card Program**" to ensure timely delivery. RFPs must be received no later than **2:00 p.m.** on **Monday, March 11, 2019**, at which time they will be publicly opened and read in **Room A-108**. Any RFP not received by said time and date will not be considered. RFPs sent by facsimile machine or e-mail will not be accepted.

The Board of Trustees of Parkland College reserves the right to reject all or any part of an RFP submitted, to waive any technicalities or informalities in the proposal, and to accept RFPs or combination of RFPs deemed most favorable to and in the best interest of the college after all proposals have been examined and evaluated.

Questions regarding the RFP's specifications may be addressed to Beth Burdette, at 217/351-2232 or by email at bburdette@parkland.edu or to David Donsbach, at 217/351-2393 or by email at ddonsbach@parkland.edu.

Sincerely,

Chris Randles

V.P. of Administrative Services and Chief Financial Officer

SCOPE OF WORK

Parkland College is seeking proposals from qualified firms for a procurement card program that will maximize the efficiency of redundant purchases and/or purchases under a certain dollar threshold. The p-card program should also offer the college the following benefits:

- Simplify procurement process
- Improve supplier relations
- Improve payment time to suppliers
- Improve expense control
- Improve employee productivity and increase employee satisfaction
- Reduce administrative expenses

In the 2017-18 fiscal year, Parkland College spent $796,428 in procurement card purchases. The total number of transactions was 5,162, the maximum purchase was $13,785 and the average expenditure was $154.

Parkland College expects the supplier to provide the following P-Card services:

- Ease of use for card members
- Card members spending limits
- Monthly credit limits (cycle limits)
- Transaction-based limits (single transaction limits)
- Industry (commodity) restrictions
- Card member activity reports
- Custom file outputs
- Industry spending details and summary
- Online reporting
- Online card setup, maintenance and suspension
- Automatic expense allocation
- Online cost code validation
- Query builder, library and data archiving
- Automated general ledger loading
- Cardholder reconciliation
- Fraud detection
- Password reactivation

In addition, the supplier shall provide:

Pre-Implementation Services: Prior to implementation, the provider will perform a study to obtain all information concerning documentation needs in order to comply with all regulatory agencies and generally accepted accounting principles. The provider will design and present a workflow process detailing the documentation requirements and acquisition process.

Pilot Program Services: The provider will demonstrate, prior to the implementation of the program, evidence that the provider is capable of performing a satisfactory integration of data that can be transmitted and accepted, with reasonable and customary human intervention, to the college's current

financial software – Colleague and provide account administration and end-user training during the pilot program and continue training during the initial start-up period.

Program Roll-Out/Ongoing Services Capabilities: Issue approximately 100-120 user cards at no charge and the financial strength to support Parkland College purchases of $600,000 - $1,000,000 per year.

Establish preset dollar limits for each cardholder, such as transaction amounts, daily amounts, and monthly amounts. Also, have the ability to provide supplier restrictions by commodity codes and by specific suppliers.

Provide customized cards with Parkland College name, tax-exempt number, logo and the name of the individual cardholder.

Preferably interface with current ERP system - Ellucian Colleague. In addition, have the necessary software to enhance transmittal information from the provider to Parkland using Parkland's infrastructure.

Provide 24-hour/7 day per week emergency customer support to solve user/supplier problems.

Address all other requirements stated in this RFP, and, have the professional expertise to suggest other operational procedures that will allow Parkland to install a successful on-going P-card system.

Demonstrate a workflow process that will allow Parkland to obtain and edit reports electronically.

Resolve all payment disputes with merchants.

TAXES

Please note that Parkland College is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, Parkland College will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, Parkland College's Tax Exemption Certificate will be furnished.

PROPOSED PRICING

The vendor should furnish a list of proposed prices for all services and materials to be used during the term of the contract. The list of proposed prices should be structured to allow for the calculation of unit cost analysis. The prices included herein are to be firm through the contract term, unless noted otherwise by the vendor. The cost proposal should contain:

- Annual cost per card.
- Payment term option stating the frequency of required payments.
- Cost for electronic system interface, including implementation, initial training, and support.
- Late-payment charges.
- Any additional fees (please delineate the purpose, fee, and frequency).

Business Enterprise for Minorities, Females, and Persons with Disabilities

Consistent with the Business Enterprise for Minorities, Females, and Persons with Disabilities Act, 30 ILCS 575/0.01, *et seq.* (the "Act"), it is the policy of Parkland College to foster and encourage the continued economic development of minority owned businesses, female owned businesses, and businesses owned by a person with a disability.

When Parkland College is required to competitively bid a contract, the bid documents shall additionally require all potential bidders to submit their name, the bid amount, a statement confirming whether the bidder is including in its bid work to be performed by certified as a minority owned businesses, female owned businesses, and businesses owned by a person with a disability.

Are you certified as a minority owned business or female owned or person with a disability owned business?

Yes _____ No_____

FORMAT FOR RESPONSE

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified.

An original and two (2) copies of the RFP and a complete electronic copy (DVD or flash drive) of the proposal shall be provided. The original copy shall be signed by vendor.

1. Title Page

Show the RFP subject, the name of the vendor's firm, address, telephone number, name of contact person, and date.

2. Table of Contents

Clearly identify the materials by sections and page number(s).

3. Letter of Transmittal

Limit to one or two pages.
    a. Briefly state the vendor's understanding of the scope of services to be provided and the commitment to provide the services within the stated schedule.
    b. List the names of the persons authorized to make representations for the vendor, their titles, address, and telephone numbers.

4. Profile of the Vendor

Indicate the number of people in the organization and their level of experience and qualification and the percentage of their time that will be dedicated to this process.

> a. Provide a list of the vendor's current higher education clients (up to five) indicating the type of services the organization has performed for each client. Include client's name, address and length of time the organization has been the P-Card program provider.

> b. Submit independently audited financial statements (one copy only). Such information will be considered in strict confidence.

> c. Indicate any third-party firms involved with your program and state their role(s).

5. Scope Section

Clearly describe the scope of services to be provided based upon the information in the scope section. Respond to each item listed.

6. Responses to Questionnaire

7. Price Responses

8. Invoicing Procedure

> a. Describe the firm's invoicing procedures.

> b. Include documentation identifying all of the vendor's fees.

9. Proposed Contract

Please submit a draft contract for the services being offered.

EVALUATION

In evaluating the proposals submitted, Parkland College will apply the "Best Value" standard in selecting the supplier to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to Parkland College, in the sole judgment of Parkland College. The selection process will include, but not be limited to, the following considerations:

> 1. The provider's ability to assist Parkland College in meeting the overall goals and to reduce Parkland College administrative costs associated with the procurement process.
> 2. The quality and range of services the firm proposes to provide.

3. The extent to which the goods or services meet Parkland College needs.

4. The firm's overall experience, reputation, expertise, stability and financial responsibility.

5. The vendor's past relationship with Parkland College, if any.

6. The experience and qualifications of the staff that will be assigned to service Parkland College's account.

7. The ability to provide service in an expedient and efficient manner.

8. Information reporting and customer service technological capabilities.

9. Compatibility with ERP systems.

10. Vendor's financial terms offered to Parkland College.

11. The training options available.

12. The total, long-term cost to Parkland College to acquire the vendor's goods and services.

13. Any other relevant factor that a business entity would consider in selecting a supplier.

14. Responses from references.

RFP SCHEDULE

Release RFP: Monday, February 25, 2019

Deadline: Monday, March 11, 2019

Evaluate: Tuesday, March 12, 2019 - Monday, March 18, 2019

Possible Presentations: Monday, March 25, 2019 - Friday, March 29, 2019

Notification of Award: Friday, April 8, 2019

P-Card Questionnaire Worksheet

Functionality	The Abbreviated Answer	Further Explanation	Attachments Provided
Interface to Colleague General Ledger:			
On a monthly basis, the purchasing card transactions will automatically debit the bank account for the amount due and Parkland College will charge the proper general ledger account for the purchases.			
Can your software produce an ASCII record for each general ledger transaction?			
Is custom programming required to produce the ASCII file?			
If custom programming is required, what is the price estimate in both hours and cost per hour?			
Does your company have prior experience at interfacing with Colleague by Ellucian?			
Does your software capture Level 1 data from the merchant?			
Does your software capture Level 2 data from the merchant?			

P-Card Questionnaire Worksheet

Does your software capture Level 3 data from the merchant?			
Technical Assistance:			
This section identifies the technical assistance your company deploys both in conversion and the ongoing operation of the purchasing card program:			
How will you install the software?			
Will your technical representative be on the Parkland Collge campus during the pilot and at the full conversion date?			
Does your technical representative have 2-3 years experience in this product, the regulations and the technology?			
Do you provide a 1-800 call center operation for technical assistance? What are the hours of operation?			

P-Card Questionnaire Worksheet

The Purchasing Cards:			
Do you provide the option of including a client-designed logo on the card? If so, is there a charge? What are the parameters and criteria?			
Is the functionality allowed by each cardholder managed in a table-driven manner allowing flexibility and ease-of-use?			
Can you encode the card so that the merchant will not assess sales tax?			
Can you limit the usage of the card to a certain dollar amount within a certain timeframe?			
Can you limit the usage of the card to a certain number of transactions within a certain timeframe?			
Can you restrict the usage of the card by type of purchase? How is this accomplished?			
Can you restrict the usage of the card within a certain geographic area?			
Can you restrict the usage of the card to a particular merchant or by product?			

P-Card Questionnaire Worksheet

Once an employee is terminated, can the administrator quickly deny usage of the card?			
Can the cash advance feature be permanently blocked on all cards issued by Parkland College?			
Can the same card be used for travel & entertainment along with small purchases?			
Is travel insurance included with the card?			
Who creates and issues the purchasing card? How long does it take once a request is made for a new card?			
How long does it take to modify limits or other criteria on existing cards? What is the process?			
Are all of these parameters controlled by Parkland College? Or by your company on a daily basis?			
How many merchants accept your card within the US?			
Can cards be issued for a specific dollar amount only (i.e. when the amount is acquired the card is useless)?			

P-Card Questionnaire Worksheet

Fraud and Charge-Back Control:			
What are your fraud rates of occurance?			
Who assumes the responsibility for stolen card purchases? Describe the procedures for processing lost or stolen cards.			
At what point does insurance coverage take effect for a lost or stolen card?			
Once notified of a lost or stolen card, how long does it take to negate the card?			
Is there a 24-hour toll-free telephone number for reporting lost or stolen cards?			
What assistance do you require of Parkland College in resolving discrepancies with merchants?			
What amount of insurance do you carry on each card for fraudulent use? What procedures are in place to minimize risk of fraud or misuse of cards?			

P-Card Questionnaire Worksheet

Does your card impact the credit score of the individual cardholder?			
Customer Service:			
Describe procedures for Parkland College to submit questions. Is there an ongoing contact person assigned to us? Does that person work with us directly or hand us off to another person or department? What are the hours of operation?			
Describe procedures for interacting with cardholders regarding usage (e.g., fraud, activity).			
Reporting:			
Which of the following reporting is available without writing queries? Please attach a 1-page example of each report.			

P-Card Questionnaire Worksheet

Monthly settlement report			
Cardholder statement			
Spending analysis by employee by MCC			
MCC detail transaction report			
Spending analysis by category			
Merchant usage report			
Cardholder usage report			
Current merchant list			
Sales tax report			

P-Card Questionnaire Worksheet

Sales return analysis report			
Charge-back analysis report			
Does your system have a query-based report writer for the users?			
Is the query system easy to learn and use by a non-programmer?			
How much query training is provided?			
Monthly Reconciliation Process:			
What billing cycles are available?			
What options are available for statement delivery?			

P-Card Questionnaire Worksheet

What are payment terms from statement date?			
What option are available for the company to make payment (e.g., EDI, ACH, check)?			
When is the settlement between Parkland and your company performed? Monthly? Daily?			
Will the settlement automatically occur?			
What timeframe is allowed for Parkland to perform the reconciliation and contest any transactions?			
Is the data available to Parkland on a daily basis? What is the format? Can it be downloaded to Excel?			
Will the software automatically create and route an e-mail Purchasing Report to each cardholder at the end of each month?			
Will the software automatically create and route email reminders to cardholders and their supervisors who have not submitted their verified Purchasing Reports back to the A/P Department?			
Will the software support the automatic routing of an Expense Report and a Purchasing Report from the employee to their respective supervisor? Then from the supervisor to the A/P Department?			

P-Card Questionnaire Worksheet

Purchasing Card System Costs:			
After successful completion of the pilot program, based on 5,000 - 6,000 annual transactions totaling over $600,000, what are the fees?			
Does your company offer rebates at specific volume and/or dollar thresholds? At what level can rebates be realized by Parkland? What is the rebate percentage? What is the percentage based on? What is the turnover rate for rebate?			
Attach your rebate program documentation			
Will Parkland be charged a pilot conversion cost? If so, what?			
Will Parkland be charged a college-wide rollout conversion cost? If so, what?			
What are the one-time conversion costs?			
Please provide a list of all costs			

P-Card Questionnaire Worksheet

Do you charge an ongoing maintenance fee? If so, what is it? What is it based on?			
What is the cost to train Parkland card users and card administrator(s)?			