

**Request for Proposal
Procurement Card “P-Card” Services**



Lackawanna County Commissioners

200 Adams Avenue

Scranton, PA 18503

RFP Identification Number: 122-16-118

Issue Date: **May 1, 2016**

Due Date: **June 1, 2016**

Introduction:

NOTICE IS HEREBY GIVEN: that pursuant to a fair and open process, sealed proposals will be received and reviewed by the County of Lackawanna ("County") for a Procurement Card ("P-Card") program. The P-Card program shall permit designated County employees to make purchases of needed items and services with a Procurement Card.

The primary objective of the P-Card program is to simplify the purchasing process while eliminating activities that add to the cost of goods and services by establishing a user-friendly, flexible process that provides internal controls to limit liability to the County and prevent fraud throughout the term of the contract.

Additionally, the County is interested in streamlining its payment process by reducing the number of checks issued and paying selected vendors through the P-Card and E-payment programs that are offered. Proposers must provide means by which data is available to our users online in real-time. A secondary objective is to obtain a cash rebate based upon usage of the services by the County.

The selection may result in the awarding of a multi-year contract with an option to renew for up to five (5) additional similar multi-year-periods subject to any required Board of Commissioners approval. The first year of the contract shall begin upon execution of an agreement between the County and the financial service entity. The County reserves the right to extend the contract for the additional extensions referenced above and continuance of any contract shall be dependent upon the financial service entity's ability to provide satisfactory service as set forth in this RFP.

Proposal Response Information:

The County will post this Request for Proposal document on the County website at: www.lackawannacounty.org

Proposal Due Date: Proposals must be received by the County Chief of Staff Andrew Wallace no later than **4:00 P.M.** (Eastern Standard Time), **Wednesday, June 1, 2016.**

Proposers must submit in a sealed envelope, the name of the firm submitting the proposal clearly marked on the outside of the envelope, along with the RFP ID#. Proposers should submit **one (1) signed original** proposal response packet and five (5) copies.

Lackawanna County
Attn.: Andrew Wallace
200 Adams Avenue
Scranton, PA 18503

Proposals must be received by the County Chief of Staff by the time and date shown above.

Each proposal response should be bond or submitted in a one inch three-ring binder. Include in the original copy of your Proposal, a CD or Thumb Drive copy of your Proposal.

Communications / Correspondence:

All communications and correspondence relative to this Request for Proposal should be sent by email to:

Mitchellk@lackawannacounty.org
Mr. Kevin Mitchell, Deputy Director of Purchasing

Should any proposer make any effort to communicate with any elected or other official of Lackawanna County, either directly or indirectly, during this process shall be **EXCLUDED** from consideration.

To assist any and all proposers in obtaining clarity of scope and a clear understanding of the requirements of this RFP, proposers may present clarifying questions via email to Kevin Mitchell (email listed above) **by 12 noon (EST) on Wednesday, May 13, 2016**

Time Frame:

The following timeline is subject to change by the County:

Event	Date	Time
Issue RFP	Sunday, May 1, 2016	
Submission of Written Questions	Wednesday, May 13, 2016	Noon. (EST)
RFP Deadline	Wednesday, June 1, 2016	Prior to 4:00 p.m. (EST)
County Commissioner Board Approval	TBD	TBD
Project Begin Date	TBD	TBD

Lackawanna County General Info:

The estimated number of Procurement Cards that will be issued is between 5 and 10 cards. The total estimated County-wide annual spend is currently greater than \$40,000,000. If the County introduces a P-Card as part of the A/P process, the program could increase efficiency as well as help with our cash flow forecasting.

Requirements & General Specifications:

In the Section of the Proposal Response Information, please include, at a minimum, a response to the following statements:

1. **Issuance:** The Financial Services Entity "FSE" shall not issue any cards without the written approval of the P-Card Administrator. The P-Card Administrator should have the ability to setup and approve card issuance of cards online in real-time. Proposers shall indicate the time frame from the receipt of the card request to the issuance (process time) and method of card delivery.
2. **Cardholders:** All cards will be issued to qualified individual director level and above Lackawanna County employees, participation shall be voluntary.
3. **Compatibility with County Procurement and Payment Systems:** Lackawanna County uses New World Systems now known as Tyler Technologies to process all payment requests. Data files provided by the Proposer for both charges and billing (all transaction records) should be in both paper and electronic format. Billing and transaction data files provided should be capable of integrating with our internal financial system. These files should include in detail a description of goods purchased, the merchants' name and date of the transaction. Charge/budget code information must also be included for each individual transaction. If selected for an interview, Proposer should provide references of work performed with regards to integration options and also provide the County with detailed specifications and layouts of files being sent to the County. Proposers selected for the interview may also be required to present their technology solution to the County.
4. **Liability:** The Lackawanna County Commissioners will not accept liability for unauthorized use, fraudulent activities or for any cards which are lost or stolen.
5. **Card Format Design:** The "FSE" shall provide a card designed for Lackawanna County. The design shall be approved by the P-Card Administrator and shall contain the following features:
 - a) The phrase "TAX EXEMPT" and the Lackawanna County tax exempt number shall be printed on the face of the card;
 - b) The tax exemption status shall be programmed into the account or card;
 - c) The Lackawanna County logo;
 - d) The "FSE's" toll free customer service number shall be printed on the back of the card;
 - e) There shall be no references of ATMs on the card.
6. **Card Controls and Restrictions:** The "FSE" shall have the ability to set restrictions and controls at both the County and individual card levels online in real-time. The Proposer's card system software shall have the capability to allow the P-Card Administrator to initially set and later make changes to the restrictions and controls on individual cards, within the accepted limits. Such changes may include changes to card spending limits, number of transaction limits, purchase restrictions, card name, cardholder billing address or telephone number and card unique identifier number. The P-Card Administrator shall also have the ability to activate certain cards which are reserved for emergency use. These "emergency" cards shall have predefined restrictions and controls agreed upon by the County and the Proposer. Maximum County-wide limitations for all cards shall be set in writing at the start of the contract and shall be changed only by written notification from the P-Card Administrator or "FSE" Agent. The "FSE's" customer service representatives may not make changes to card limits without this notification. This notification may be provided by fax or electronic mail, followed by written notification within ten (10) business

days. The “FSE” must have confidentiality procedures in place.

7. The following controls and restrictions shall be available for all cards:
 - a) **Single transaction dollar limitation:** Established per individual card, no transaction should exceed budgeted allocation.
 - b) **Velocity limitation:** Number of card authorizations per designated period;
 - c) **Vendor and commodity blocking:** Restrictions on the types of vendors authorized to accept the card and the types of commodities that may be purchased. The selection of goods and services to be excluded will be set by the County.
8. **Cash Advances:** The P-Card Provider will not allow for Cardholders of the County to receive cash advances or cash back with purchase from a vendor from any source (e.g., ATM machines, financial institutions, etc.).
9. **General Ledger Account Code:** Each card should default to an account code as set up by the P-Card Administrator. The cardholder should be able to make adjustments online to the account code information prior to billing and file feed from the “FSE”. The default general ledger account code must be populated in order to activate a card and for any transaction with the bank.
10. **Type III Reporting:** Please indicate the vendors that have Type III reporting. Also indicate how cardholders can capture specific purchasing information in the software recommended by the P-Card Provider.
11. **Pre-Encumbrance of Funds:** Please offer suggestions on the best way to pre-encumber the expenses from each transaction and pass them to the general ledger in a timely fashion.
12. **Training:** The “FSE” shall provide training to the County including, but not limited to, the following:
 - a) Contract Start-Up Training Session: At the start of the contract, the “FSE” shall provide initial on-site training to the County staff designated by the P-Card Administrator. The initial training will address benefits and features of the card, billing procedures, available reports, and the application process;
 - b) Training Materials: “FSE” shall provide written materials that may be used by the County staff to train cardholders on the proper use of the P-card. Updated versions of these materials should be available over time as well as on-going availability of new user training sessions. “FSE” will provide additional copies of training materials at no additional cost. The County may copy and distribute provided materials to staff at no extra cost;
 - c) Training Modules: “FSE” should provide training modules for cardholders that can be distributed either on disk, through e-mail, or posted on the intranet;
 - d) Train the Trainer Program: Should be provided through any combination of teleconference, onsite visits, computer based training modules, online training and online help guide;
 - e) Ongoing Training: Training can be provided via monthly user calls, annual user group conferences and newsletters;
 - f) Internal Informational Website.
13. **Questioned/Disputed Items and Charge backs:** The “FSE” shall provide a method for handling questions concerning charges. A temporary credit shall be issued by vendor pending resolution of dispute. Toll-free service for this process shall be available. Summarize any real-time online system in addition to the toll-free number.
14. **Lost or Stolen Cards:** The cardholder and/or P-Card Administrator or agent will immediately report lost or stolen cards to the “FSE”. Such reports will be in writing or verbal with written confirmation. The “FSE” shall provide to the P-Card Administrator access for immediate online real-time cancellation and emergency issue of a replacement card.

15. **Card Termination/Suspension:** The P-Card Administrator or agent may from time to time notify the “FSE” of card termination and cancellation. The P-Card Administrator will have the ability to cancel/terminate cards online in real-time. This notification can also be in writing or verbal form with written confirmation. Additionally the P-Card Administrator of agent may from time to time notify the “FSE” of a card suspension (deactivation). The P-Card Administrator will have the ability to deactivate cards online in real-time.
16. **Card Acceptance:** The “FSE’s” card must be issued by a major commercial credit card company. It shall be widely accepted by a variety of vendors used by the County both locally and nationally because orders will be placed in person, online, or by telephone/fax. The “FSE” shall work in cooperation with the County to insure vendors accept the credit card for tax-exempt transactions.
17. **Billing Documentation:** Billing statements must be provided electronically to cardholders, Department Program Coordinators and any additional staff identified by the P-Card Administrator. The cardholders and County administrators will also have the ability to view and print billings online 24/7.
18. **Help Desk:** “FSE” provides help-desk assistance for end user such as password reset, login assistance, website navigation, etc.
19. **Transition:** Describe your transition schedule and plan from having NO existing P-Card program to a new Program should your company be contracted to provide P-card Services to the County. Please indicate the contact information and location of closest agent to our location in Downtown Scranton, PA.
20. **Most County employees who will use the P-Card, have access to the Internet. The “FSE” shall provide real-time capability for cardholders to view their day-to-day activity, online statements and reports.**

Invoices for all users of the contract must meet Lackawanna County Controller’s requirements. The successful Proposer must send an itemized invoice at the interval agreed upon, which must include the information listed below:

- a) Name of the cardholder;
- b) Name of merchant and MCC code;
- c) Date supplies or services were purchased;
- d) Itemized cost for each item/service;
- e) Description of items/services purchased.

Backup documentation for each purchase shall be available upon request from the cardholder or P-Card Administrator.

21. **Billing Statements:** The Proposer will provide customized statement printing for Accounts Payable and will be transmitted electronically via an encrypted IP session (other communication methods could be utilized if acceptable to the County). The file and the session will be encrypted to industry standards / best practices, Advanced Encryption Standard (AES) preferred. The Proposer will provide the necessary hardware and software for encryption. The Proposer will balance the control totals before releasing for production. If the files do not balance, the Proposer will notify the Director of Purchasing, the P-Card Administrator and the Accounts Payable Supervisor immediately. If a new file has to be transmitted, the Proposer will use its best efforts to process the file in a timely manner.

22. **Transmittal of Billing Information:** Although hard copy billing statements are required to be provided, alternative methods of transmitting billing information for payment are highly desirable and will be considered. The “FSE” will work closely with the County’s Information Technology and Accounting staff to facilitate the use of technology. The Provider must be able to provide the billing information according to the County’s specified system format.
23. **Payment:** Shall be by either check or ACH on an agreed upon date. The County shall receive a correct statement at least three (3) weeks in advance of this agreed upon intercept date which clearly indicates the amount that will be intercepted on the agreed upon date. Proposers should describe different payment methods that are available, how they work and what discounts, if any, would be available (i.e. ghost accounts, declining balance, etc.). Proposers are invited to propose various payment options which would improve efficiency while still providing an audit trail.
24. **Late Charges:** No late charges will be assessed to the County account.
25. **Annual Fees:** The P-Card provider will not charge an annual fee or service fee for procurement cards issued to the County.
26. **Sale of Cardholder Information:** The proposer shall not sell, rent, or otherwise distribute a list of participating cardholders, their addresses or any other information to any person, firm or other entity for any purpose without the written consent of the P-Card Administrator.
27. **Reports:** “FSE” shall provide reports that show monthly (or other agreed upon interval) transaction detail by cardholder, by Department and by the County as a whole. Reports shall also be capable of showing transactions by vendor. Reports shall enable the County to reconcile all card transactions including charges, credits, disputes, adjustment, duplicates, etc. Indicate your programs capability to customize reports. At a minimum, reports should be able to be downloaded to excel format.
28. **Summary Statement:** The P-Card Provider shall provide a detailed summary statement including, but not limited to, the following reports. Vendors must provide the data elements of each report.
 - a) Company Card Billing Report;
 - b) Cardholder Recap Summary Report;
 - c) Vendor Analysis Report;
 - d) Individual Billing Summary Report;
 - e) 1099 Reporting;
 - f) Supervisor/Cardholder Approval Summary Report;
 - g) The “FSE” shall provide the County’s Revenue & Finance department with a 1099 report with the following data: merchant name, merchant address, taxpayer ID number, total sales, and SIC/MCC number. This 1099 report will be provided in electronic format by January 15 of each calendar year;
 - h) Annual Report - The “FSE” must establish formal evaluation and quality control procedures to monitor each facet of the final contract. The evaluation and quality control procedures must provide sufficient information to allow the County administrators to monitor the program’s progress and effectiveness. The “FSE” must supply data to facilitate evaluation of program objectives such as increasing merchant’s acceptance and cost containment through benchmarking comparisons. The “FSE” will submit the quality control report to the P-Card Administrator no later than June 1 of each contract year.

Proposers shall describe their reporting system fully and provide report samples. Proposers shall fully describe the extent of spending analysis detail available in areas such as line items and point of sale transactions (date, amount, specifics, ship-to information, etc.).Card Life and Renewal: Card life cannot exceed two (2) years and all cards are subject to earlier cancellation. On a monthly basis, the “FSE” shall submit a report to the P-Card Administrator showing all cards which will expire within the next sixty (60) days.

29. **Customer Support:** "FSE" shall provide a dedicated Account Representative as a single point of contact. At a minimum, the dedicated account representative will meet with the P-Card Administrator or Agent quarterly.
30. **System Integration:** The County has implemented the New World Systems "NWS" financial software package and may own the module including the P-Card. The P-Card module in "NWS" is not currently being used. The Proposer's system should interface with the module. Indicate if your company has worked with interfacing with the "NWS" P-Card module and please make any recommendations to the County.
31. **Travel Card:** The County currently does not use a Travel Card. Travel is arranged through both the requisition and purchase order process or by approval of the Chief of Staff. Payment for approved travel is made via a check for hotel and transportation or reimbursement to the employee. Please indicate the option to the County if it decides to use the P-Card for a separate travel card for County employees that travel on County business.
32. **Receipt Scanning:** Cardholders to scan receipt information into vendor's software system when no level III data is available.
33. **Mass Notification:** The ability to notify all cardholders and approvers via E-mail messages as needed.

Proposal Response Format:

It is imperative that all Proposals follow the same format. Respondents must adhere to the structure outline shown below and use a tab for each of the following ten (10) headings in your Proposal:

1. Cost Estimate:

- a) The financial proposal including a breakdown of any fees or costs to the County. **Include in this section your rebate schedule, based on spend thresholds.** Detail the amount of the credit limit recommended for the County to implement the P-Card program as described in this RFP.
- b) Include a signed copy of Appendix A (Non-Collusive Bidding Certification).
- c) Include costs for any options or recommendations that you propose to the County to consider.

2. Detailed Scope of Services:

A detailed scope of services must be included in the Proposal. Respond to requirements listed in the Requirements and General Specifications Section (pages 4 through 9) and at a minimum give a detailed response to the thirty-three (33) statements listed.

3. Proposer Resources:

Include the professional qualifications of the anticipated support staff to be available for the programs specified in your Proposal. Include resumes of the qualified consultants within your organization.

4. Experience:

- a) Background/History of your company.
- b) Level of experience and at least three (3) references for engagements with clients of equal or greater size, including experience with clients in other Public Sector (any local, county and/or state governmental organizations) and/or K-12 environments. Include contact information for all references.

5. Corporate Summary:

Name of Company:
Contact Name & Title:
Street Address:
City, State, Zip:
Telephone:
Email:
Fax:
Federal Tax Id #:
Company URL, if available:

6. Sample of Proposer's Contract.

7. Describe any recommendations or suggestions above and beyond the requirements listed in this request. Include any additional costs related to these suggestions.

Selection Process:

After the County evaluation team has reviewed all of the Proposals and have completed the proposer interviews (if necessary), the members will make a decision based upon the best value, service, capabilities and experience that each supplier offers.

The vendor selection will be evaluated on the following criteria:

Financial Evaluation	35%
Product Match With Desired Outcomes	35%
Quality of Contracted Consultants	25%
References	5%

Conditions of the RFP and Contractual Intent

1. The issuance of the RFP constitutes only an invitation to submit a response to the County.
2. The County reserves the right to determine, in its sole and absolute discretion, whether any aspect of the submission satisfactorily meets the criteria established in this RFP, the right to seek clarification from any Proposers, the right to reject any or all submissions with or without cause, and the right to cancel and/or amend, in part or entirely, the RFP.
3. This RFP does not commit the County either to award a contract or to pay for any costs incurred in the preparation of a submission. Submitting a response shall neither obligate the County nor entitle the Proposer to enter into a contract with the County.
4. It is understood that any submission received and evaluated by the County can be used as a basis for direct negotiation of the cost and terms of a contract between the County and the particular Proposer. In submitting a response, it is understood by the Proposer that the County reserves the right to accept any submission, to reject any and all submissions and to waive any irregularities or informalities that the County deems is in its best interest.
5. In the event that this RFP is withdrawn by the County for any reason, including but not limited to, the failure of any of those things or events set forth herein to occur, the County shall have no liability to any Proposer for any costs or expenses incurred in connection with this RFP or otherwise. Accordingly, each submission should be submitted in the most favorable terms of costs and programmatic considerations and in a complete and understandable form. The County reserves the right to request additional data, oral discussion, or a presentation in support of the written submission.
6. The County is not obligated to respond to any submission nor is it legally bound in any manner whatsoever by the submission of a response. It is the intention of the County to enter into a contract with the Proposer with which the County can make the most satisfactory arrangements for its needs.

Lackawanna County Ownership of Submission:

Upon submission, all responses become the property of the County. The County reserves the right to use the information and any ideas presented in any submission in response to the RFP, whether or not the submission is accepted.

Contract Negotiation:

The Proposer agrees that the County may use any part of the submission as the basis for negotiating the contract.

Rejection of Submission:

The County, in its sole discretion, may reject any submission based on the format and submission requirements, or based on any other requirement in this document. The County's right in rejecting or retaining any and all submission is broad and it is at the sole discretion of the County.

Cancellation or Amendment of RFP:

The County reserves the right to cancel or amend this RFP at any time and will notify all known RFP recipients accordingly.

Proposer's Costs:

The County shall not be responsible for any costs incurred by Proposer in connection with this RFP. Proposer shall bear all costs associated with submission preparation, submission and attendance at presentation interviews, or any other activity associated with this RFP or otherwise.

Contract Term:

The selection may result in the awarding of a multi-year contract with an option to renew for up to five (5) additional similar multi-year-periods subject to any required Board of Commissioners approval. The first year of the contract shall begin upon execution of an agreement between the County and the financial service entity. The County reserves the right to extend the contract for the additional extensions referenced above and continuance of any contract shall be dependent upon the financial service entity's ability to provide satisfactory service as set forth in this RFP.

Payment Terms:

The County strives to pay Net 30. Interest penalties will not be allowed.

Contract Award:

The final award may be awarded to more than one firm if it is in the best interest of the County to do so.

**APPENDIX A
NON-COLLUSIVE PROPOSAL CERTIFICATION**

By submission of this proposal, each proposer and each person signing on behalf of any proposer certifies, and in the case of a joint proposal each party thereto certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

1. The prices in this proposal have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other responder or with any competitor;
2. Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the proposer and will not knowingly be disclosed by the proposer prior to opening, directly or indirectly, to any other proposer or to any competitor; and
3. No attempt has been made or will be made by the proposer to induce any other person, partnership or corporation to submit or not to submit a proposal for the purpose of restricting competition.

A proposal shall not be considered for award nor shall any award be made where (1), (2) and (3) above have not been complied with; provided however, that if in any case the responder cannot make the foregoing certification, the responder shall so state and shall furnish with the proposal a signed statement which sets forth in detail the reasons therefore. Where (1), (2) and (3) above have not been complied with, the proposal shall not be considered for award nor shall any award be made unless the Chief of Staff of the political subdivision, public department, agency or official thereof to which the proposal is made, or his designee, determines that such disclosure was not made for the purpose of restricting competition.

The fact that a proposer (a) has published price lists, rates, or tariffs covering items being procured, (b) has informed prospective customers of proposed or pending publication of new or revised price lists for such items, or (c) has sold the same items to other customers at the same prices being bid, does not constitute, without more, a disclosure within the meaning of this certification.

Any proposal hereafter made to any political subdivision of the state or any public department, agency or official thereof by a corporate proposer for work or services performed or to be performed or goods sold or to be sold, where competitive bidding is required by statute, rule, regulation, or local law and where such bid contains the certification referred to in paragraph one, shall be deemed to have been authorized by the board of directors of the proposer, and such authorization shall be deemed to include the signing and submission of the bid and the inclusion therein of the certificate as to non-collusion as the act and deed of the corporation.

BY

*LEGAL NAME OF FIRM OR CORPORATION

AUTHORIZED SIGNATURE

ADDRESS

TYPED NAME OF AUTHORIZED
SIGNATURE/TITLE

CITY, STATE, ZIP CODE

TELEPHONE/DATE

Indicate the complete legal name of your firm or corporation. Do not abbreviate. If a corporation, use name as it appears on corporate seal.