



Solicitation Information
December 20, 2013

RFP # 7548373

TITLE: Comprehensive Purchase Card Services for the State of Rhode Island (MPA 427)

Submission Deadline: January 22, 2014 @ 10:00 AM (ET)

PRE-BID/ PROPOSAL CONFERENCE: **NO** Date:
Mandatory:
Location

Questions concerning this solicitation must be received by the Division of Purchases at david.francis@purchasing.ri.gov no later than **January 3, 2014 @ 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word* attachment. Please reference the RFP# in the subject of all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the website and download this information.

SURETY REQUIRED: **NO**

BOND REQUIRED: **NO**

David J. Francis
Interdepartmental Project Manager

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov.

NOTE TO VENDORS:

Offers received without the completed four-page RIVP Generated Bidder Certification Form attached may result in disqualification. This form is available at www.purchasing.ri.gov.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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I. Introduction

The Rhode Island Department of Administration (“Department”), Division of Purchases (“Division”), on behalf of the agencies of the Executive, Legislative and Judicial Branches of the State of Rhode Island, and the University and Colleges, quasi-public agencies, municipalities (cities, towns and school districts), seeks to retain a single vendor to provide comprehensive purchase card services for the State of Rhode Island (“Vendor” or “Offeror”) to participate on a Master Price Agreement (MPA) to provide the services as requested below:

The goals of this project include:

- Provide potential revenue opportunities to the State;
- Reduce overall costs of purchase transactions;
- Simplify the process for small dollar value purchase requirements;
- Improve management reporting;
- Provide potential for enhanced discount structure with suppliers; &
- Improve service to the State Agencies and Vendor community.

Term:

The term of this MPA will be for three (3) years for an approximate period of March 1, 2014, through February 28, 2017, with two (2) one year extensions at the sole option of the State.

MPAs can be utilized by any State Agency, University or College, as a requirement of this solicitation, and will also be made available to quasi-public organizations, Rhode Island municipalities at their own discretion. Services are sought on an “as-needed” basis. Once need has been determined, utilization will be based on a number of factors, including, but not limited to price, expertise, language, and availability.

This work will be done on behalf of programs and projects associated with the any of the State’s agencies, as described elsewhere herein, and in accordance with the terms of this request and the State’s General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases’ homepage by Internet at <http://www.purchasing.ri.gov>.

It is envisioned that a price agreement will be awarded to one or more vendors with rates provided.

There is no guarantee of any level spending activity to a vendor or vendors selected for this MPA.

II. General Instructions and Notifications to Offerors

Potential Offerors are advised to review all sections of this Request for Proposal (RFP) carefully and to follow instructions completely, as failure to make a complete submission

as described elsewhere herein may result in rejection of the proposal.

This is a Request for Proposal, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this request, other than to name those Offerors who have submitted proposals.

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

3. All cost associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the Offeror. The State assumes no responsibilities for this cost.

4. Proposals are considered to be irrevocable for a period of not less than one hundred twenty (120) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

5. All prices submitted will be considered to be firm and fixed unless otherwise indicated herein.

6. Proposals misdirected to other state locations, or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor(s) who will assume responsibilities for all aspects of the work. The State reserves the right to award to multiple vendors. Joint venture and cooperative proposals will not be considered. Subcontractors are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal. Subcontractors not identified in the response to this RFP may be utilized on a particular project with prior approval of the state agency or other entity utilizing this MPA.

8. All proposals should include the vendor's FEIN or Social Security Number as evidenced by a Form W-9, downloadable from the Division of Purchases' website at www.purchasing.ri.gov.

9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.

10. Offerors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.

11. Interested parties are instructed to peruse the Division of Purchases' website on a regular basis, as additional information or changes relating to this solicitation may be released in the form of an addendum to this RFP. It is the responsibility of all potential Offerors to monitor the website and be familiar with any changes issued as part of an addendum.

12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) - §28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmation action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.

13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-2040). This is a requirement only of the successful offeror(s).

14. The offerors should be aware of the State's Minority Business Enterprise (MBE) requirement, which should address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, please visit the website www.mbe.ri.gov.

III. Background and General Purpose

Background

The State of Rhode Island wishes to continue our Purchase card program without disruption and to work with an organization to further enhance our current program.

General Purpose

The purpose of this proposal is to identify a single vendor to provide comprehensive purchase card services for the State of Rhode Island, its agencies, University and Colleges, and/or any Rhode Island quasi-government agency whom chooses to participate in the program.

The goals of this project include:

- Provide potential revenue opportunities to the State
- Reduce overall costs of purchase transactions

- Simplify the process for small dollar value purchase requirements
- Improve management reporting
- Provide potential for enhanced discount structure with suppliers
- Improve service to the State Agencies and Vendor community

IV. Scope of Work

It is anticipated that a contract will be established with a single vendor.

General Description

The State of Rhode Island intends to continue utilizing purchase cards for small dollar transactions and ghosted/departmental vendor cards. The State currently has a hierarchical based purchase card program which contains accounting cost allocation capability. The State requires qualified vendors to have the ability to convert existing program data accordingly. The summary information, including number of cards outstanding, the number of transactions and total purchase card volume is included in Appendix A.

Vendor Requirements

Transition of the Current Purchase Card Program:

Qualified vendors will have the ability to continue the RI State's purchase card program without disruption. Successful vendor will provide a comprehensive plan for transferring data from the current system and a timeline for implementation.

Card Issuance:

Qualified vendors will have the ability to provide the following purchase cards:

1. Individual and departmental credit cards issued in accordance with the State's policies, requiring approval from the Office of Accounts and Control utilizing the forms provided in Appendix C.
2. All issued credit cards will have a format distinctive to Rhode Island and include the following:
 - a. the State seal (included in Appendix B)
 - b. the name "State of Rhode Island" or "University of Rhode Island" or "Rhode Island College" or "Community College of Rhode Island"
 - c. the phrase "For Official Use Only"
 - d. the phrase "Tax Exempt" and the State's Employer Identification Number
 - e. the vendor's toll-free customer service telephone number
 - f. no reference to Automated Teller Machines (ATM's)
 - g. name of cardholder or department
 - h. signature of cardholder or department authorized user
3. Issue new, replacement and emergency cards when requested

State Policies

Qualified vendors will have the ability to implement the following policies:

1. Social security numbers cannot be required for the issuance of cards
2. Cards cannot be canceled by the bank for non-usage – all expired cards are to be replaced unless the State notifies the vendor that the card is no longer required.
3. Personal identification numbers (PINs) are not to be assigned to allow cards to be used as debit cards or at ATM's
4. Cash advances and convenience checks are strictly prohibited
5. Returns/refunds should always be processed as card credits not cash refunds.

Misuse and Fraud:

Qualified vendors will have the ability to track potential misuse and fraud, and communicate with administrators and/or card holders in the case of potential misuse or fraud. In addition, programs to revoke fraudulent card holder authority must be in place.

Purchase Card System Requirements:

Qualified vendors will have the ability to provide a web-based system which allows the State to do the following (please include a time frame for processing each item, i.e. real-time, 24 hour lag, etc):

1. Assign certain Accounts & Control employees as system administrators to have direct access and maintenance capability into the site
2. Enable controls based on transaction and spending limits for each card issued
 - a. Single transaction limits for each card
 - b. Monthly credit limits for each card
 - c. Number of transactions per day, per week, per month for each card
3. Set up control groups of Merchant Category Codes and enable controls based on control groups for each card issued
4. Set up users as different types based on a complex hierarchy set to limit and restrict access to review transaction information and run reports
5. Maintain, update and delete users on-going to ensure proper employees have access to card information
6. Cancel or inactivate a card
7. The system must maintain the State's accounting codes and cost centers and allow users to apply accounting codes to posted transactions.
 - a. Some transactions require multiple accounting codes to be applied, therefore the system should allow for the splitting of transactions by either dollar amount or by percentage of the total transaction.
8. Allow the cardholder or other authorized system user to obtain monthly billing statements immediately after the closing of the billing period.
9. Process an electronic data exchange in a prescribed format on a monthly basis of all charges and accounting allocations to ensure the payment to the vendor can be made in a timely manner.
10. For the University of Rhode Island, the vendor will need to be able to facilitate the receipt of multiple daily transaction files which URI can load into PeopleSoft or an equivalent ERP software system. The files will be broken down between purchase

transactions and travel transactions. The vendor will also need to provide contact information to the service provider (i.e. VISA, MasterCard, etc) to setup the receipt of these daily files.

11. Capture data from a purchase card transaction. Include what data is captured, how the data is captured and how you ensure that the data is captured throughout the entire supplier base.
 - a. Provide a listing of all data elements captured from a level 1, 2, 3 and 4 merchants
 - b. Please provide the following statistics relative to your overall program:
 - i. Card transactions w/Level 2, 3, or 4 Data. _____%
 - ii. Card transactions w/Ship to Zip Codes: _____%
 - iii. Card transactions w/Customer Code: _____%
 - iv. Card transactions w/Tax ID Number _____%
 - v. Card transactions w/Merchant 1099 Data: _____%
12. Provide reports including but not limited to transaction detail (including information posted by travel agent), total spend by card and/or MCC code. Include a comprehensive list of the standard reports that will be available and describe the availability of custom reporting.
13. Describe your backup and business recovery process.
14. How long is information available on-line?
15. Describe your retention record capabilities.
16. Provide a list of three clients for whom you have completed the above.

Disputed Charges:

Qualified vendors must have a detailed procedure for handling questionable transactions and charge-back items once resolved. This process should not hold the state liable for questionable transactions until resolved.

Customer Service:

Qualified vendors will provide a program manager dedicated to the State of Rhode Island to handle implementation as well as continued communication with the State as a client. A knowledgeable support staff must also be available 24 hours a day, 7 days a week via a toll free telephone number. At minimum, support staff must be able to assist card holders with billing, lost or stolen cards and reports of fraudulent transactions; support staff must also be able to assist system administrators with inquiries regarding account information, restrictions, and on-line system guidance/training.

Training:

Qualified vendors shall provide sufficient on-site and/or off-site training to appropriate state staff at no additional cost to ensure administrators and users have adequate knowledge to use the vendor's system.

1. Vendor shall provide training during the full-scale implementation as well as follow-up training as needed.
2. Include a description of the types of training provided based on employee role, i.e. cardholder, administrator.
3. Include the number of training sessions to be held and what parameters determine

- the frequency, i.e. geographic location, number of attendees, role, etc.
4. Include what types of training documentation will be provided for users and in what manner they will be distributed.
 5. Vendor shall also provide a clear description of the responsibilities of the State's System Administrator as opposed to the Vendor's Program Manager.

Billing:

Qualified vendors must provide a detailed explanation of their billing procedures.

Late Charges and Payment:

Subject to Section 42-11.1 of the Rhode Island General Laws, the state intends to pay all valid charges for authorized purchases by authorized cardholders of participating agencies within thirty (30) working days of the receipt of invoice date. A Department or the State will not incur late penalty interest charges provided payments are issued within this period. No interest shall accrue, however, when payment is delayed because of disagreement between the State and the Contractor regarding the quantity, quality or time of delivery of any equipment, materials, supplies or services or the accuracy of any invoice. The Contractor shall notify the Office of Accounts and Control, and the authorized State Agency Representative of participating State agencies of all invoices in excess of thirty (30) days old.

The state intends to pay all valid charges for authorized purchases by authorized cardholders of participating State agencies within thirty (30) working days of the receipt of a bill at the designated payment office. Thereafter during full scale implementation of the program, the State may opt to pay in less than thirty (30) working days. Vendors shall specify incentives for payment by the State in less than thirty (30) working days.

Conditions precedent to the billing date are (i) shipment, receipt and acceptance of the material, equipment, supplies or services by the participating State agency, or (ii) receipt of a correct invoice for such payment, whichever is latest. In addition, where payment is to be made by mail, the date of check and not the date of postmark, shall be deemed to be the date of payment. The State and the Contractor shall establish mutually acceptable definitions and procedures in the Contract with respect to authorized purchases and authorized cardholders in participating State agencies.

The state has the right of setoff with respect to defaulting vendors. If the State is exercising its right of setoff and the vendor owes the state, the vendor's right to payment is suspended. Unless the debt is otherwise resolved, the suspended payment is applied to the debt owed by the vendor to the State. Vendors shall confirm their agreement to this right of the State and provide a procedure to address this issue in its Purchase Card service program proposal.

1099 Reporting:

Vendor must affirm compliance with 1099 reporting as it relates to IRS reporting

requirements for credit card transactions.

Liability:

Qualified vendors must describe in detail the liability of each party.

1. Explain the contractual liability of the State and each cardholder.
2. What type of indemnification do you offer for inappropriate card utilization by employees?
3. What type of indemnification do you offer for fraudulent use of card by outsiders?
4. Identify the appropriate controls for implementation to identify fraudulent use of any Purchase Card and appropriate responses by the parties upon identification of such fraudulent use.
5. Give a detailed explanation of the procedure card holders must follow when they discover a card is lost or stolen, including the responsibilities of the card holder and the State and the vendor.
6. Qualified vendors must describe how they will or will not support the following:
“The State and a Department shall be liable only for Purchase Card charges incurred by authorized Department users provided that the charges are within the authorized parameters of the Program and the Department authorization for the Department user. Unauthorized charges will be credited to the Department account. Unauthorized charges will include:
 - a. Charges that exceed any of the mandatory limits established by the State and/or Department for the Program.
 - b. Charges that are made to vendors under Merchant Category Code restriction limits established by the State and the Contractor for the Program.
 - c. Charges made on a lost or stolen Purchase Card or fraudulent use.

The State of Rhode Island shall be liable for the use of the Purchase Cards by authorized cardholders provided that the use is within the single per transaction dollar limits and any other limits imposed upon use of individual Purchase Cards by the State. The State shall have no liability for lost or stolen Purchase Cards or fraudulent use of any Purchase Card and shall establish by mutual agreement in the Contract with the Purchase Card service Contractor procedures for notice of loss and theft of the Purchase Card.

Notwithstanding the above, the Purchase Card service Contractor must indemnify and hold harmless the State, its officers and employees from any and all claims, suits, actions, liabilities and costs of any kind (including attorney’s fees), for personal injury (including death) or damage to real property or tangible personal property arising from the acts or omission of the Purchase Card service Contractor, its agents, officers, employees, partners, or subcontractors, without limitations.

Furthermore, the State shall be entitled to and the Contractor shall adhere to and provide all protections offered with respect to, but not limited to, extensions of credit, Purchase Card issuance, Purchase Card transactions, interest, payments and settlements, as established by Federal or State law, regulation or rule, Rhode

Island procedure or executive order.”

Cardholder Information:

The Contractor shall not sell or distribute a list of participating employees, State agencies, addresses or any other information to any person, firm, or other entity for any purpose. This section is not intended to prevent the Contractor from complying with the requirements herein and the resulting Contract for reports and reporting.

V. Technical Proposal

Vendors must carefully read and respond to each item in Section IV Scope of Work in their technical proposal, as well as answer the questions below. Failure to respond may result in your proposal being deemed non-responsive and dropped from consideration.

A. Vendor Qualifications (0-20)

Vendor Information:

Provide a brief description of the company including history and years in purchase card program market.

Current Purchase Card Program Experience:

1. Provide the following for fiscal year 2012 and fiscal year 2013:
 - a. Number of purchase card program clients
 - b. Number of purchase card program clients by industry
 - c. Spending totals
 - d. Cards Issued
 - e. Average Transaction Size
 - f. Number of Suppliers Used
2. Number of purchase card program clients added and lost in the last three (3) years. If any clients lost, explain circumstances.
3. Summarize your firm's competitive advantages over all other providers in the Corporate Purchase Card Market.
4. List of current governmental customers, in particular other States or large cities
 - a. Name of governmental entity serviced
 - b. Contract start/end dates
 - c. Description of services provided
 - d. Name, title, email and telephone number of contact person

Personnel:

1. Provide an organizational chart of employees dedicated to your purchase card products.
2. How many positions that will be assigned to the Rhode Island program? Include their individual qualifications and the scope of other responsibilities (clients, contracts, etc.) that they will be handling in

- addition to the Rhode Island Program.
3. What is the physical location of the employees assigned to the Rhode Island account?

Best Practices and Innovations:

1. What method of communication does your firm use to notify clients of industry best practices and process improvements?
2. How do you introduce new and innovative products to your clients? Give an example of a recent innovation your firm has introduced to the industry.

Use of Subcontractors:

1. Does your firm control all phases of the transactional cycle?
2. Does your firm outsource any activities (transaction processing, supplier enrollment, card issuance, authorization, PO'S activation, MIS reporting, G/L integration, etc.) to any third parties? List all third parties employed in your organization's Purchase Card Program and describe the functions they perform.
3. The vendor must identify any subcontractors that will be used to conduct any of the work in the contract, including the names of the subcontractors, summaries of their qualifications, experience, and duties.

Outstanding or Previous Litigation:

Provide a list of any outstanding or previous litigation which involved the proposed services offered in your RFP response

A. Vendor Work Plan Requirements (0-50)

Work plan - Please describe in detail, the framework within which Comprehensive Purchase Card Services will be performed.

The following elements must be included in the proposed work plan, see previous Section IV Scope of Work:

A. Transition of the Current Purchase Card Program: A comprehensive plan for transferring data from the current system and a timeline for implementation is required.

1. What kind of transition support will your purchase card program provide?
2. Provide a detailed timeline for implementation that identifies key elements, identifies your specific Purchase Card Program resources that will be committed to complete each element, and identifies each element's completion date.
3. What type of material for both cardholders and program administrators will your Corporate Purchase Card Program make available during program roll-out?
4. Provide three references who can comment on their Purchasing Card Program implementation with your Corporate Purchase Card Program.
5. Provide a comprehensive summary of your Purchase Card service program incorporating mandatory requirements to meet the needs of the State of Rhode Island. Such summary shall include detailed action and implementation plans for the pilot phase and the full scale implementation phase with deliverables. Vendor

shall delineate what staff would be deployed to implement the program for the State by name, title and experience. Vendor shall provide action plan(s) for assisting participating agencies in the development, implementation and modifications of procedures and processes and recommend changes to rules and regulations relative to procurement and Purchase Card use.

B. Card Issuance:

- a. What is your card issuance process?
- b. How will your firm utilize the forms in Appendix C to issue cards?
- c. What controls will your firm have in place to ensure unauthorized cards are not issued?
- d. What is your firm's normal delivery time and method for new card issuance?
- e. What is your firm's normal delivery time and method for replacement and emergency card issuance?
- f. What type of supplier/merchant do you support?

C. State Policies:

Qualified vendors must describe their ability to implement the following policies:

1. Social security numbers cannot be required for the issuance of cards
2. Cards cannot be canceled by the bank for non-usage – all expired cards are to be replaced unless the State notifies the vendor that the card is no longer required.
3. Personal identification numbers (PINs) are not to be assigned to allow cards to be used as debit cards or at ATM's
4. Cash advances and convenience checks are strictly prohibited
5. Returns/refunds should always be processed as card credits not cash refunds.

D. Misuse and Fraud:

Qualified vendors must describe their ability to track potential misuse and fraud:

1. Identify your programs for tracking potential misuse and fraud.
2. How do you communicate with administrators and/or card holders in the case of potential misuse or fraud?
3. Identify your process for the revocation of purchase card authority from a card holder in the case of misuse or fraud.

E. Purchase Card System Requirements:

Qualified vendors must describe in detail their ability to provide a web-based system as described in section IV Scope of Work.

F. Disputed Charges:

Qualified vendors must describe their detailed procedure for handling questionable transactions:

1. What is your process for questionable or disputed charges appearing on a

- statement?
2. What is the process to credit the State account pending resolution of the questioned or disputed item? How does this affect the electronic data exchange?
 3. What is the charge-back process for items resolved?

G. Customer Service:

Qualified vendors must describe their customer service staffing patterns as explained in section IV Scope of Work:

1. Describe your program manager roles and provide resume(s) for the staff hired for these positions.
2. Outline your 24 hour support staff program and include what services are available for cardholders and system administrators.
 - a. Include the number of staff, the hierarchical level they represent, the training they are provided and their qualifications.
 - b. What is the expected wait time on a call to your toll free telephone number?
 - c. What, if any, limitations do the support staff have in resolving issues?
 - d. What percent of issues are resolved on the first call?
 - e. What is your escalation procedure?
 - f. Explain how you gauge customer satisfaction. Describe the specific indicators used and explain briefly how the data is gathered.

H. Training:

Qualified vendors must describe their Training plan as described in section IV Scope of Work.

I. Billing: Qualified vendors must describe their detailed procedure for billing:

1. What is the frequency of billing?
2. What are your standard payment terms?
3. What form(s) of payment is acceptable?
4. Describe how you will or will not be able to support the following:
 - a. Statements must be provided on each separate account
 - i. Statements can be retrieved electronically by any system user given access to the account
 - ii. Statements will list each transaction, including credits and totals.
 - b. A summary statement must be provided for the parent/root/summary account.

J. Late Charges and Payment:

Vendor must affirm compliance with these statements, see Section IV Scope of Work for further details.

K. 1099 Reporting:

Please describe your procedure for 1099 reporting as it relates to IRS reporting requirements for credit card transactions.

L. *Liability:*

Qualified vendors must explain in detail the liability of each party as described in section IV Scope of Work.

M. *Cardholder Information:*

Vendor must affirm compliance with the condition to not sell or distribute a list of participating employees, State agencies, addresses or any other information to any person, firm, or other entity for any purpose.

VI. Cost (Rebate) Proposal (30 points):

Program Costs:

It is expected that this program will be of no-cost to the State.

Qualified vendors must provide a rebate schedule based on the annual fiscal spend and include all volume level rebates offered based upon percent of total value of transactions processed through the Purchase Card system, inclusive of all University, College and quasi-government spend. Scoring will be based on rebate available as it relates to actual volume of spend. Using the Appendix D: Cost (Rebate) Proposal.

When rebates are provided, the Contractor(s) shall provide a rebate based on fiscal year spend (July 1 to June 30). Payment is to be payable to the State and directed to the State Controller within sixty (60) days from the end of the fiscal year. Reports must be provided to the State Controller showing summary and detail of total spend for the State, URI, RIC, CCRI and each quasi-government agency whom chooses to participate, as well as the method of calculation for the rebate.

It is expected that the rebate percentage for the annual fiscal spend shall remain for the life of the contract, including optional renewal years.

VII. Evaluation and Selection

The State will commission a Technical Review Team to evaluate and score proposals using the following criteria:

<u>Criteria</u>	<u>Points</u>
Vendor Qualifications	20
Work Plan/Approach	50
*Cost (REBATE) Proposal	30
TOTAL	100

In order for the Cost Proposal to be reviewed, all technical proposals must meet a minimum technical evaluation score of **55 points out of a possible 70 points**. Any proposals scoring less than **55 points** will not have the cost component either opened or evaluated and the proposal will be dropped from further consideration.

Cost Proposal Scoring

*The vendor with the highest percent rebate for the annual fiscal spend will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

Vendor's percentage rebate for annual fiscal spend bid/highest percentage rebate for annual fiscal spend bid * available points

For example: If the vendor with the highest rebate percentage (Vendor A) bids 10% and Vendor B bids 5% for rebates for annual fiscal spend the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$5\% / 10\% * 30 = 15$$

Notwithstanding the above, the State, and its agents reserve the right to either accept or reject any, or all, bids, proposals, award on cost alone, cancel the solicitation and to waive any technicality in order to act in the best interest's of the State and to conduct additional negotiations as necessary.

The State reserves the right to award this contract to one vendor, multiple vendors in one or more of the categories or cancel this solicitation entirely at its own discretion. If multiple awards are made, the State shall reserve the right to require price quotations from each vendor prior to the award of each project and release. In other words, the rates provided in the cost proposal are the maximum rates.

Proposals found to be technically or substantially non-responsive, at any point in the evaluation process, will be rejected and not considered further. The State, at its sole option, may elect to require presentation(s) by Offerors in consideration for the award. An award will not be made to a contractor who is neither qualified nor equipped to undertake and complete required work within a specified time.

The Division will commission a review team to evaluate and score all proposals that are complete and minimally responsive using the criteria described above. The evaluation of any item may incorporate input from sources other than the bidder's response and supplementary materials submitted by the bidder. Those other sources could include assessments made by evaluators based on findings recorded from reference checks (including but not limited to those supplied by the bidder), prior experience with or knowledge of bidder's work, responses to follow-up questions posed by the State and/or oral presentations by the bidders if requested by the review team. The State may elect to use any or all of these evaluation tools.

The review team may contact any, all or some of the bidders with questions and

clarifications at any point during the process at its own discretion.

The Technical Review Team will present written findings, including the results of all evaluations, to the State Purchasing Agent who will make the final selection for this solicitation. When a final decision has been made, a notice will be posted on the Rhode Island Division of Purchases web site.

Because the evaluation takes into consideration both the technical and cost components in a value based approach, the lowest costing bidder may not necessarily be awarded a contract. The State reserves the right, at its sole discretion, to determine the number of vendors to be selected to participate on the Master Price Agreement.

There is no guarantee of any level of purchasing activity on behalf of the State to any vendor or vendors listed on the MPA.

VIII. Proposal Submission

Questions concerning this solicitation may be emailed to the Division in accordance with the terms and conditions expressed on the cover page of this solicitation. Questions received, if any, with responses, will be posted on the Division of Purchases web site as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

Interested Offerors may submit proposals to provide the services covered by this RFP on or before the date & time listed on the cover page of this solicitation. Proposals received after this time and date for any reason will not be considered. The official clock is in the reception area of the Division.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus five (5) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP# 7548373** Comprehensive Purchase Card Services for the State of Rhode Island (MPA 427)” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered.

Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

Proposals must include the following:

- A. One completed and originally signed R.I.V.I.P. generated Bidder Certification Cover Form (submitted with the original technical proposal) downloaded from the Rhode Island Division of Purchases web site at (click on ‘Vendor Information’, then ‘General Information’ – document located under ‘Standard Forms’ – follow instructions).
- B. The original plus five (5) copies of a separate **Technical Proposal**, inclusive of and addressing all the aforementioned requirements, describing the background, qualification and experience with and for similar services, as well as the work plan or approach proposed for the services needed and described within this document .
- C. An original plus five (5) copies of a **separately signed and sealed Cost Proposal**, inclusive of the general requirements using Appendix D: Cost (rebate) Proposal.
- D. One completed and originally signed W-9 Form (submitted with the original technical proposal), downloaded from the RI Division of Purchases web site at: <http://www.purchasing.ri.gov> (click on RIVIP, then General Information and then Standard Forms).
- E. In addition to the required multiple hard copies of proposals, the respondents **must** provide the proposals in electronic format **with the ORIGINAL proposal**. The preferred electronic format is Microsoft Word, Excel or PDF. Please provide a disk (CD-ROM) or flash drive containing an electronic version of the technical proposals and a **separate** disk containing an electronic version of the cost proposal. The cost proposal disk should be included in the sealed cost proposal package.
- F. The Offeror’s status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Administration, and/or a subcontracting plan which addresses the State’s goal of ten percent (10%) participation requirement by MBE’s in all State procurements.

APPENDIX A: State of Rhode Island Purchase Card Statistics

Active Purchase Cards for the fiscal year ended June 30, 2013:

Group	Active Purchase Cards	Number of Card Transactions
State of Rhode Island	504	21,925
University of Rhode Island	481	27,194
Community College of RI	14	1,330
Rhode Island College	16	698

Purchase Card Dollar Volume

Group	12 Months Ending 7/31/12	12 Months Ending 7/31/13
State of Rhode Island	\$ 7,280,358.77	\$ 7,425,238.79
University of Rhode Island	\$ 6,328,527.87	\$ 6,241,941.74
Community College of RI	\$ 480,602.30	\$ 503,644.46
Rhode Island College	\$ 169,024.89	\$ 166,144.88
RI Airport Corporation	\$ 588,915.40	\$ 536,732.26

APPENDIX B: STATE SEAL



APPENDIX C: State of Rhode Island Purchase Card Program Forms

PC-1a
9/13

PC-1a Purchase Card Request Form – Individual

State of Rhode Island
Department of Administration
Office of Accounts and Control

PURCHASE CARD REQUEST FORM - INDIVIDUAL

Cardholder Information:

Cardholder's Name: _____

Department: _____

Hierarchy Node: _____

Is PaymentNet4 Access Required? No Yes (PC-5 Required)

Email Address: _____

Complete Business Address: _____

Business Phone: _____ DOB: _____

Card Information:

Approver's Name: _____

Approver's Email: _____

Limit # of transactions per day to _____ Limit # of transactions per month to _____

Limit \$ _____ per transaction* Limit \$ _____ per month *

* Explanation/Justification for increase (if applicable): _____

List Default Accounting Needed:

Fund Agency _____

Line Item Sequence: _____

Natural Account: _____

Cost Center: _____

Type/Print Name of Authorized Agent

Signature of Authorized Agent/Date

APPENDIX C: State of Rhode Island Purchase Card Program Forms

PC-1b
9/13

PC-1b Purchase Card Request Form – Departmental

State of Rhode Island
Department of Administration
Office of Accounts and Control

PURCHASE CARD REQUEST FORM - DEPARTMENTAL

Card Information:

Name to be Printed on Card: _____

Department: _____

Hierarchy Node: _____

Department Cardholder (person to sign PC-2b): _____

Email Address: _____ Business Phone: _____

Complete Business Address: _____

Approver's Name: _____

Approver's Email: _____

Limit # of transactions per day to _____ Limit # of transactions per month to _____

Limit \$ _____ per transaction* Limit \$ _____ per month *

* Explanation/Justification for increase (if applicable): _____

List Default Accounting Needed:

Fund Agency _____

Line Item Sequence: _____

Natural Account: _____

Cost Center: _____

Type/Print Name of Authorized Agent

Signature of Authorized Agent/Date

APPENDIX C: State of Rhode Island Purchase Card Program Forms
PC-2a Purchase Card Program Individual Cardholder Agreement

State of Rhode Island Purchase Card Program Forms
CARDHOLDER AGREEMENT

PC-2a
9/13

State of Rhode Island
Department of Administration

PURCHASE CARD PROGRAM
INDIVIDUAL CARDHOLDER AGREEMENT

By signing this agreement, I apply for a State of Rhode Island purchase card and agree to abide by all the guidelines specified below and those in applicable Department of Administration and agency policies and procedures.

1. For lost or stolen cards, call: **1-800-270-7760**
2. I will be the only person who will sign for purchases with this card. I do not have authority to allow anyone else to make purchases with this card. All purchases I make will be within the established credit limit. I agree to pay all the costs and charges associated with this card from my agency's approved budget based on detail coding provided by me.

The card will only be used for authorized purposes of the state and agency/institution. Authorized purposes are defined as purchases which further the business of the state. For purposes of this paragraph, a purchase will "further the business of the state" only when the purchase: (1) is authorized by statute and by Department of Administration's rule or policy and agency rule or procedure; (2) will promote or support the lawful operation of the state agency on whose behalf the purchase is made; and (3) may be paid by public funds that are currently available to the agency, by appropriation, expenditure limitation, or other legislative authority (and where applicable, by Department of Administration allotment) for the purpose of the purchase.

3. I will not use the purchase card for any cash advances. I will not use the purchase card for any purpose that does not "further the business of the state." I understand that this prohibits me from using the purchase card for any personal purposes. Personal purposes are non-employment related purposes, purchases that do not "further the business of the state," and purchases that benefit me or another person individually rather than facilitate the discharge of the official functions or duties of my agency.
4. I will protect the purchase card at all times. I will not give the purchase card number to anyone except authorized agency personnel or when making an authorized agency/institution purchase.
5. I will immediately notify the bank and the Controller's Office if the card is lost or stolen. I will immediately surrender my purchase card to the

Approving Official or the Controller's Office when I leave agency employment or if I no longer will be allowed to use the purchase card.

The purchase card belongs to the bank and I will surrender it immediately when asked. The Approving Official will make a reasonable attempt to recover the purchase card from me if I am an unauthorized or terminated employee. I am responsible for any costs in that effort and agree to pay them from any funds owed me by the State of Rhode Island, subject to due process. The Approving Official may assist in efforts to prevent any unauthorized card use and in any legal action against me.

6. I am responsible to assure that total charges made on the purchase card do not exceed the defined credit limit. Any charge made by the bank for exceeding the limit will be charged to my agency and may be charged to me personally. Deliberate misuse will be cause for loss of my purchase card privileges.
7. All purchase card statements for my agency/institution will be paid by the Controller's Office within 5 days of the end of the month.
 - (a) I will keep all required documentation for all purchases made on the purchase card. Once each month I will print my statement, I will attach the documentation to the statement, and, after reconciling and verifying all charges, will sign and date the statement indicating approval. If the original charge slip is lost, I will circle the charge on the memo statement, attach a written statement identifying what was purchased, and retain the additional support with the approved statement as required agency policy. I understand that a pattern of missing original charge slips may result in the loss of my purchase card privileges.
 - (b) I will do the following each month:
 - (1) I will indicate the appropriate expenditure classification code to be charged for each purchase listed on the statement. I will forward the approved statement to my department's Fiscal Office within 2 days of the date on the statement.
 - (2) I will keep the documentation for verification, reconciliation and approval for audit purposes. I will forward all said documentation to my department's Approving Official.
8. In the case of a billing disagreement or adjustment, I am responsible to initiate and complete necessary action. The Approving Official and I will work directly with the bank and/or the merchant to make needed adjustments. I will not delay timely payments to the bank in cases of disagreement. If a credit is due, I will instruct the merchant to issue to the

purchase card account. **I will not request or accept cash back from the merchant when an item is returned or a credit is due.**

9. I recognize my responsibility to comply with the following four criteria for payment of a claim against money held by the State Treasurer.
- (a) The claim must be supported by the approval of the state agency that incurred the obligation or made the expenditure on which the claim is based. (Approval is evidenced by an authorized signature or approval.)
 - (b) Law and appropriation must make the provision for payment of the claim. (The agency must have adequate budget resources available to pay the claim when incurred.)
 - (c) The obligation or expenditure on which the claim is based must be authorized as provided by law. (The claim is based on agency action required or allowed by statute.)
 - (d) The claim otherwise satisfies requirements as provided by law. (Rule or statute does not otherwise prohibit the claim.)
10. I acknowledge that I have read, understand and am familiar with the 'Purchase Card Policy and Procedures' Manual.

I understand and agree that I shall use the Purchase card only to purchase supplies within the guidance of this program. I acknowledge and understand that making false statements on purchase card records may provide support for disciplinary action), and may result in my civil liability and/or criminal prosecution.

I acknowledge and understand that it is the Cardholder's responsibility to assure that the Purchase card is not accessible to others for an improper or unauthorized use.

I acknowledge and understand that 'unauthorized use' of the Purchase card shall mean the use of said card by any person other than the Cardholder whose name appears on the Purchase card. I further acknowledge and understand that 'unauthorized use' of the Purchase card shall also mean the use of a Purchase card by a Cardholder who exceeds his/her delegation of authority.

I acknowledge and understand that 'unauthorized use' of the Purchase card may provide support for disciplinary action(s), and may result in my civil liability and/or criminal prosecution. I agree that I will not use the Purchase card in an unauthorized manner, nor will I knowingly permit another to use a Purchase card in an unauthorized manner.

I acknowledge and understand that as a Cardholder authorized to conduct acquisitions, I am subject to administrative disciplinary actions or remedies as well as civil and criminal penalties for violations of the State Purchasing Act.

Any inappropriate or personal purchases become my personal liability for which I will make immediate and complete reimbursement (including any accrued interest) to the agency. Amounts not properly reimbursed by me can be withheld (in total) from my next paycheck. I agree that my acceptance of the purchase card authorizes the State to make such withholding automatically from any amount due me by the State, subject to due process.

SIGNATURE:

My signature below indicates that I agree to abide by the terms of this purchase card agreement and any subsequent amendment or addendum. I have received a copy of this agreement.

Cardholder Printed Name: _____

Last Four Digits of Card: _____ Telephone #: _____

Department/Agency: _____

Division/Unit: _____

Cardholder Signature: _____ **Date:** _____

APPENDIX C: State of Rhode Island Purchase Card Program Forms
PC-2b Purchase Card Program Department Cardholder Agreement

State of Rhode Island Purchase Card Program Forms

PC-2b
9/13

CARDHOLDER AGREEMENT

State of Rhode Island
Department of Administration

PURCHASE CARD PROGRAM
DEPARTMENT CARDHOLDER AGREEMENT

By signing this agreement, I accept a State of Rhode Island departmental purchase card and agree to abide by all the guidelines specified below and those in applicable Department of Administration and agency policies and procedures.

10. For lost or stolen cards, call: **1-800-270-7760**

11. I will be the individual responsible for ensuring only authorized persons in my department/agency will sign for purchases with this card and that all purchases made will be within the established credit limit. All the costs and charges associated with this card will be paid from my agency's approved budget..

The card will only be used for authorized purposes of the state and agency/institution. Authorized purposes are defined as purchases which further the business of the state. For purposes of this paragraph, a purchase will "further the business of the state" only when the purchase: (1) is authorized by statute and by Department of Administration's rule or policy and agency rule or procedure; (2) will promote or support the lawful operation of the state agency on whose behalf the purchase is made; and (3) may be paid by public funds that are currently available to the agency, by appropriation, expenditure limitation, or other legislative authority (and where applicable, by Department of Administration allotment) for the purpose of the purchase.

12. The purchase card will not be used for any cash advances. The purchase card will not be used for any purpose that does not "further the business of the state." I understand that this prohibits anyone from using the purchase card for any personal purposes. Personal purposes are non-employment related purposes, purchases that do not "further the business of the state," and purchases that benefit me or another person individually rather than facilitate the discharge of the official functions or duties of my agency.

13. I will protect the purchase card at all times. I will not give the purchase card number to anyone except authorized agency personnel or when making an authorized agency/institution purchase.

14. I will immediately notify the bank and the Controller's Office if the card is lost or stolen. I will immediately cease and desist from using the purchase card when I leave agency employment or if I no longer will be allowed to use the purchase card. A new PC-2b Form will be immediately submitted to the Controller's Office to ensure there is a continuous chain of authority over the card.

The purchase card belongs to the bank and I will surrender it immediately when asked. The Approving Official will make a reasonable attempt to recover the purchase card from me if I am an unauthorized or terminated employee. I am responsible for any costs in that effort and agree to pay them from any funds owed me by the State of Rhode Island, subject to due process. The Approving Official may assist in efforts to prevent any unauthorized card use and in any legal action against me.

15. I am responsible to assure that total charges made on the purchase card do not exceed the defined credit limit. Any charge made by the bank for exceeding the limit will be charged to my agency and may be charged to me personally. Deliberate misuse will be cause for loss of my purchase card privileges.
16. All purchase card statements for my agency/institution will be paid by the Controller's Office within 5 days of the end of the month.
- (c) I will keep all required documentation for all purchases made on the purchase card. Once each month I will print my statement, I will attach the documentation to the statement, and, after reconciling and verifying all charges, will sign and date the statement indicating approval. If the original charge slip is lost, I will circle the charge on the memo statement, attach a written statement identifying what was purchased, and retain the additional support with the approved statement as required agency policy. I understand that a pattern of missing original charge slips may result in the loss of my purchase card privileges.
17. In the case of any unresolved vendor disputes, I agree to inform my approving official(s) in a timely manner. If a credit is due, I will instruct the merchant to issue to the departmental purchase card account. **I will not request or accept cash back from the merchant when an item is returned or a credit is due.**
18. I acknowledge that I have read, understand and am familiar with the 'Purchase Card Policy and Procedures' Manual.

I understand and agree that I shall use the Purchase card only to purchase supplies within the guidance of this program. I acknowledge and understand that making false statements on purchase card records may provide support for disciplinary action), and may result in my civil liability and/or criminal prosecution.

I acknowledge and understand that it is the Department Cardholder's responsibility to assure that the Purchase card is not accessible to others for an improper or unauthorized use.

I acknowledge and understand that 'unauthorized use' of the Purchase card shall mean the use of said card by any person other than authorized persons in my department/agency. I further acknowledge and understand that 'unauthorized use' of the Purchase card shall also mean the use of a Purchase card by a Cardholder who exceeds his/her delegation of authority.

I acknowledge and understand that 'unauthorized use' of the Purchase card may provide support for disciplinary action(s), and may result in my civil liability and/or criminal prosecution. I agree that I will not use the Purchase card in an unauthorized manner, nor will I knowingly permit another to use a Purchase card in an unauthorized manner.

I acknowledge and understand that as a Department Cardholder authorized to conduct acquisitions, I am subject to administrative disciplinary actions or remedies as well as civil and criminal penalties for violations of the State Purchasing Act.

Any inappropriate or personal purchases become my personal liability for which I will make immediate and complete reimbursement (including any accrued interest) to the agency. Amounts not properly reimbursed by me can be withheld (in total) from my next paycheck. I agree that my acceptance of the purchase card authorizes the State to make such withholding automatically from any amount due me by the State, subject to due process.

SIGNATURE/INFORMATION: (of person listed on Form PC-1b)

My signature below indicates that I agree to abide by the terms of this purchase card agreement and any subsequent amendment or addendum. I have received a copy of this agreement.

Name Printed on Card: _____

Last Four Digits of Card: _____ Telephone: _____

Department/Agency: _____

Division/Unit: _____

Department Cardholder Printed: _____

Dept. Cardholder Signature: _____

APPENDIX D: Cost (Rebate) Proposal.

Annual Fiscal Spend Rebate: _____%

Authorized Representative Signature: _____