



Public Library of Charlotte & Mecklenburg County

Notice of Request for Proposal

For

Procurement Card Services

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*Issue Date: December 8, 2017*

*Proposal Due Date: January 26, 2018*

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# Request for Proposal for Procurement Card Services

## Purpose and Background

### General

The Public Library of Charlotte and Mecklenburg County (the Library) requests that qualified and interested commercial financial institutions who will be operating within the legal jurisdiction of the Library on January 4, 2018, submit proposals for providing Procurement Card Services. Each proposal submitted shall be expected to respond to each consideration set forth in this Request for Proposal (the "RFP").

This RFP is organized into several sections. This first section gives a general overview and background of the Library, describes the basic selection process, the terms and conditions and basic requirements for submission of a proposal. This is followed by the Scope of Work which outlines the specific requirements for the Procurement Card Program and specifies the responses to be included in the proposal. The final section discusses billing, fees and possible rebates. All proposers must provide the Proposal Certification, the Financial Information requested, the information required by each RFP section, and the COST FORM. Each section may have more specific terms and additional conditions and mandatory requirements.

### Purpose

The Library desires to select a reputable, commercial financial institution to provide procurement card services to the Library to provide:

1. an efficient, cost-effective method of purchasing and paying for small purchases;
2. a simplified purchasing process;
3. a reduction of paperwork and monthly transaction keying;
4. lower administrative costs;
5. increased monitoring of procurement card transactions and spending.

The Procurement Card Program is intended to supplement the purchasing process, not replace the purchase order system. The Library currently has both a Corporate Card Program and a Procurement Card Program which it seeks to combine into one Procurement Card Program.

### Background Information

The Public Library of Charlotte and Mecklenburg County is one of America's leading urban public libraries, serving a community of over one million citizens through 20 branches and on-line services. Of the 3.3 million visitors to the various Library locations in Fiscal Year 2017 many participated in the 29,626 programs for children, teens, and adults. Additionally, the Library circulated 6,114,537 items of which 1,315,514 were digital.

The Library implemented a procurement card program with BB&T over ten years ago to provide a procurement tool to expedite the purchase of small dollar items. Currently, there are 108 holders of procurement cards, with

most cards having a purchasing limits of \$500. A few cards have varying higher limits. Transactions using procurement cards totaled 2,562 and \$149,987 in Fiscal Year 2017, an average of 214 transactions and \$12,398 per month.

The Library's Corporate Card Program with American Express provides rebates used for travel. The card is held centrally in Finance and used for corporate purchasing. For Fiscal Year 2017, the Library had 1,498 transactions via the Corporate Card Program totaling \$2,250,842, an average of 125 transactions and \$187,570 per month.

It is the desire of the Library to move to one program that incorporates the benefits of the two current programs. The use of Procurement Cards is an additional purchasing mechanism and is not intended to replace the Purchase Order System. Additionally, the Library seeks to integrate procurement card transactions with the general ledger and thereby reduce the need for keying transactions each month and to reduce paper documents.

The Library has 449 staff members, and, for Fiscal Year 2017, operating expenditures totaled \$39.4 million. The budget for Fiscal Year 2018 continues at the same level.

### Evaluation and Selection Process

The sole basis for selecting the Procurement Card provider will be the responses to this RFP. A committee will evaluate the responses and select the top two proposals. Selection will be based on the criteria listed below:

1. Ensure all proposal requirements, conditions and instructions are met as set for in this RFP.
2. Ensure financial stability by reviewing the financial statements and other financial information provided by the responding institutions.
3. Review references, verifying exemplary service levels for similar procurement card services provided to entities of similar complexity.
4. Ensure the responding institution is equipped to best address the technological needs of the Library, particularly with regard to uploading procurement card transactions to MUNIS, the Library's financial accounting system.
5. Ensure the responding institution best addresses the overall goals, objectives and mandatory service requirements as set forth in the RFP.
6. Ensure the responding institution provides service in an effective and efficient manner, including a specific Account Executive for resolving issues as they may arise.
7. Ensure the Procurement Card Program costs as outlined on the COST FORM included with the Proposal are the most cost advantageous.

For the two proposals selected, the institutions providing those proposals will be asked to make a presentation to the Evaluation Committee, after which a final selection will be made.

The Library reserves the right to reject any or all proposals, to waive any non-material irregularities or informalities in any proposal, to request additional clarification of proposals, to be the sole judge of suitability

of the services for its intended use and further, specifically reserves the right to make the award in its best interests.

NOTE: Question about the RFP will not be entertained prior to the pre-proposal conference.

## Terms and Conditions

### Conditions

It shall be the proposer's responsibility to read the instructions, the terms and conditions, scope of work, and the other parts of this RFP, and comply with all requirements and specifications herein. Proposers are responsible complying with all changes, additional information or corrections that may result from questions at the Pre-Proposal Conference.

### Terms

The contractual period to be approved by the Board of Trustees with the chosen institution will be five (5) years. An additional extension of five (5) years may be granted at the sole discretion of the Library at the prices proposed by or negotiated with the selected program provider. A formal contract will be used that outlines the specifications, requirements and conditions contained herein.

The Library shall retain the right to cancel the contract at any time for cause. Such cancellation will generally result from the failure of the contracted provider to complete or provide the specified services.

Any and all costs associated with the preparation of a response to this RFP are the responsibility of the responding proposer and are not to be passed on to the Library.

All costs/fees of the proposed Procurement Card Program must be included on the COST FORM of the RFP. Proposals will not be accepted without a COST FORM. Six paper copies of the proposal and one electronic copy on a USB drive are required. The COST FORM must be submitted in a separate, sealed envelope.

### RFP Time Line

The following is the intended schedule for this RFP:

<u>Action</u>	<u>Date</u>
Publication of Notice of Request for Proposal	December 4, 2017
Issue RFP	December 8, 2017
Pre-proposal Conference	January 4, 2018
Submit Written Questions	January 9, 2018
Provide Responses to Questions	January 11, 2018
Submit Proposals	January 26, 2018
Committee Review and Selection of Top Two Proposals	Week of February 5, 2018
Top Two Proposal Presentations	Week of February 19, 2018

Final Selection	Week of February 26, 2018
Approval by Board of Trustees	March 19, 2018
Contract Award	April, 2018
Implementation Period	April and May, 2018
User start date	July 1, 2018

Contact Angela Myers, Finance Director ([amyers@cmlibrary.org](mailto:amyers@cmlibrary.org)), to confirm dates, times and locations.

### Mandatory Pre-Proposal Conference

It shall be MANDATORY that each entity’s representative be present for a pre-proposal meeting on January 4, 2018. Attendees must meet promptly at 10:00 am in the Main Library Francis Auditorium, 310 N. Tryon St., Charlotte, NC 28202. All attendees must sign in upon arrival. Once the sign-in process is complete, all other persons wishing to attend may do so to the extent that space and circumstances allow.

The purpose of the pre-proposal meeting is to answer questions from all prospective proposers arising from this document. Prospective vendors must stay for the duration of the meeting.

Attendees are cautioned that any information released to attendees during the meeting, which conflicts with, supersedes, or adds to requirements in the Request for Proposal, will be confirmed by email to all those attending the pre-proposal conference. The confirming email constitutes the official inclusion of the additional information or changes as part of the RFP.

### Proposal Questions

If attendees of the Mandatory Pre-proposal Conference have additional questions regarding the RFP in order to submit the best proposal possible, questions can be submitted to Angela Myers, Finance Director, by 5 pm on January 9, 2018 at email: [amyers@cmlibrary.org](mailto:amyers@cmlibrary.org). “RFP for Procurement Services Questions” should be entered as the subject for the email. Questions submitted should include a reference to the applicable RFP section. All questions received and the associated responses will be emailed to those attending the Pre-proposal Conference. The Library will be unable to answer questions after January 9, 2018.

### Proposal Submittal

Six (6) paper copies and one (1) electronic copy of the proposal, along with the COST FORM in a separate sealed envelope, must be submitted to the Library, c/o the Finance Director, Angela Myers, at 310 North Tryon Street, Charlotte, NC 28202 by 12:00 pm on January 26, 2018. Emailed and faxed submissions will not be accepted. All risk of late arrival due to unanticipated delay – whether delivered by hand, US Postal Service, courier or other delivery service is entirely on the submitting proposer. It is the sole responsibility of the proposer to have the proposal physically in the Library’s office by the specified time and date of opening. The time of delivery will be marked on each proposal when received, and any proposal received after the proposal submission deadline will be rejected.

## Proposal Instructions

Each proposal package (6 paper and 1 electronic) must include the following:

1. Proposal Certification
2. Response to Scope of Work - General Requirements
3. Information about the Proposing Institution:
  - Audited financial statements for the most recent fiscal year
  - Ratings on outstanding debt
  - References ( three references for Procurement Card Programs Services to entities similar in size to the Library)
4. Response to Scope of Work – Specific Requirements (in order as listed in the RFP)
5. Sample Documents:
  - Proposed Procurement Card Service Contract
  - Sample Billing Statement
  - Sample Transaction/Card Usage Reports
  - Sample of other available reports
6. Implementation Plan  
Provide a detailed plan for implementing the purchase card system. The proposed Implementation Plan shall include a listing of all necessary steps required to make the transition, as well as a timetable to ensure a smooth transition. Note that, upon award of the service contract, this plan and timetable may be amended or adjusted at the Library’s discretion.
7. Supplemental Information
  - Proposer may include any additional information that may be helpful
8. COST FORM (in a separate, sealed envelope)

Proposals without a COST FORM will be rejected. Also, if the COST FORM is not in a sealed envelope, the proposal will be rejected. All proposals will become the property of the Library and will not be returned to the proposer. Proposals become public record upon delivery to the Library.

## Scope of Work

### General Requirements

1. The proposer shall have been regularly and continuously engaged in the business of providing purchase card services for at least 10 organizations that meet or exceed the scope requirements below for at least five years as evidenced by references submitted:
  - 500 employees
  - 100-150 card holders
  - 30 departments/areas and numerous expenditure accounts
2. The proposer shall be an FDIC-insured, credit-card issuing financial institution.

## Specific Requirements

Each proposal submitted must provide a detailed response to each of the required services listed in this section. The response should specify if the Proposer is able to meet the requirement and how the requirement will be met or, if the Proposer is unable to meet the requirement as outlined, what options are available in lieu of the requirement.

## Card Issuance

1. The Library Procurement Card Administrators will determine who receives cards. The Proposer shall not issue any cards without formal approval of the Library's designated Administrators.
2. There shall be no limit to the number of cards issued to the Library.
3. There shall be no fee for the initial issuance of a card or a replacement issuance of a card.
4. Library employees receiving purchase cards shall not be required to submit to a credit check nor shall any credit information regarding the issuance of a card under this program be reported to any credit reporting agency or reflected on any Library employee's credit report.

## Card Design

1. The Proposer's toll free customer service number shall be printed on the back of the card.
2. No reference to ATM will be listed on the cards, as cash advances are strictly prohibited.

## Liability

1. There shall be no liability to the Library or the cardholder for activity on cards reported lost or stolen.
2. The proposal should describe the transaction dispute resolution process for Library cardholders wishing to dispute charges attributed to their purchasing cards, including the handling of charges and payments pending resolution during the dispute process.
3. The proposal should describe how the Proposer will mitigate, or share the risk, for unauthorized card use.

## Card Controls and Restrictions

Individual card controls will be established at the time the card is issued, but may be changed at any time. Card controls may be changed only upon request from the Library's Purchasing Card Administrator.

1. The proposal should describe the preferred or acceptable methods for notification of these controls (web-based program management system, electronic mail, facsimile, etc.)
2. The following controls and restrictions shall be available at the individual card level:
  - Card Activation Status: ability to de-activate and re-activate cards in real-time.
  - Single transaction dollar limit – established per individual card.
  - Velocity limitations – number of card authorizations per designated period (example: ten transactions per day, twenty-five transactions per month).
  - Maximum dollar limits per period – for example, \$5,000 per month.
  - MCC Code Restrictions – ability to restrict usage by vendor (MCC code) at the card level.
  - Cash Advances – complete prohibition of all cash advances.

- Additional Controls – proposal should include information about any additional controls both at the corporate level and individual card level that may be available.
- Other: Please include in your proposal, detailed information regarding any services the Proposer’s institution offers specifically related to travel expenditures. For example, is there specific reporting available for airline, lodging or car rental transactions? Does the Proposer’s institution offer travel related services such as travel assistance, roadside assistance or insurance coverage?

### 3. Card Distribution

All Purchasing cards issued by the Proposer should be sent to the Library’s Purchasing Card Administrator, inactivated, for distribution to the various cardholders. Issued cards should be sent via a traceable/tractable shipping method.

### Website Program

The Proposer should provide a secure, web based system to control all aspects of the Library’s procurement card program, including, but not limited to:

- Card termination/cancellation/suspension – to be effective instantaneously
- Reporting of cards lost or stolen
- Card spending limit changes – to be effective instantaneously
- Issuance of new cards
- Change of address – to be effective within two business days
- Change of program/user hierarchy – to be effective instantaneously
- MCC Code Restriction – ability to restrict or allow usage at the card level
- Monitoring of transactions/card activity
- Ability for cardholders to assign Library expense codes to transactions
- Ability for supervisors to approve transactions and account codes on-line
- Ability to run a wide variety of on-line reports related to cardholders, vendors, cost allocation, MCC codes, transaction detail and user authorities
- Ability to download statements and transaction reports for importation to the Library’s accounting system
- Ability to allow administrative access to all accounts online as well as allowing an individual cardholder access to his/her account on-line.

### Training

The Proposer shall provide on-site, computer based and web-based training for Library designated staff at various Library designated facilities. Training sessions should be developed at both the cardholder level and administrative level and include:

- Benefits and features of the cards
- Card administration procedures
- On-line transaction review and approval processes
- Generating on-line reports
- Importing transaction information into the Library’s general ledger

- Billing procedures

Training Materials – The Proposer shall provide, at no cost, written materials that may be used by the Library to train supervisors and cardholders in proper card use. The Library reserves the right to copy and distribute vendor materials provided to staff.

Training Support – The Proposer shall provide the name and telephone number of a point of contact person who will be available to answer questions that may arise during Library training or to provide brief training sessions to new supervisors or card holders. Telephone number shall be a toll-free number. The Proposer shall describe the hours that support will be available.

### Ongoing Customer Support

The Proposer shall provide readily accessible customer service support to Library cardholders and the Purchasing Card Administrator. This support shall include at a minimum:

- A toll-free telephone number for customer support and assistance. Proposal shall describe the availability of the toll-free assistance line, including the hours the line is staffed.
- The name, title, email address and toll-free number of the customer account representative and alternate who would respond to inquiries by the Library.
- The name, title, email address and toll-free number of the technical representative and alternate who would respond to inquiries and work with Library personnel regarding any electronic or computer related procedures or issues.

### Questioned Items and Chargebacks

- The proposer shall provide a method for handling questions concerning charges.
- Toll-free and online service for this process shall be available.
- The Proposer should describe the process for both corporate and individual cards, the method and form for providing transaction information, and the time constraints for submittal of questioned or disputed items.
- The proposal should indicate whether the Library's account will be credited pending resolution of the disputed item.
- The proposal should include a time frame for processing chargebacks for items resolved in the Library's favor.

### Lost or Stolen Cards

The cardholder and/or Library Procurement Card Administrator will immediately report lost or stolen cards to the Proposer. The proposal will identify the notification methods available for terminating a lost or stolen card account. The Proposer shall provide for immediate cancellation and shall make card cancellation available 24 hours a day, 7 days a week. The capability to report a card lost or stolen should be available through the website or by telephone. The proposal should specify the time frame between receiving the report of a lost or stolen card and mailing a replacement card.

## Card Termination

The Library Procurement Card Administrators may from time to time notify the Proposer for card termination or cancellation. The proposal should identify the notification methods available for terminating a card account. The proposal shall specify the time frame between receiving the termination request and cancellation of the card account.

## Card Acceptance/New Merchants

The Proposer shall indicate if they have an established program to recruit new businesses when notified by the Library that the Proposer's card was not accepted by a particular vendor. The proposal shall describe this program and its level of success.

## Billing Statements

The proposal should recommend the most appropriate billing cycle and related payment deadline for the Library. The Library is seeking both hard copy and electronic billing statements. Regarding the ability to generate on-line statements, the Library should be able to access a single consolidated statement for all Library transactions as well as individual cardholder statements.

The Billing statements shall contain the following information, at a minimum:

- Card account number (truncated)
- Cardholder name
- Transactions merchant name
- Transaction date - date goods or services were purchased
- Cost for the goods and services

Back-up documentation for each purchase shall be available upon request from the Library. The proposal shall identify the time frame required to provide back-up documentation and method required for request (on-line, telephone, email, facsimile, etc.).

## Reports

The proposal should indicate analytical reports available to the Library:

- Reports of transactions by date, cardholder, vendor by billing period available to the Procurement card Administrator.
- Transaction reports available to a cardholder online with security so that only that one account is accessed
- Capability for the Procurement Card Administrators to customize and create reports from transaction data.

## Payment and Fees

The following information should be provided on the COST FORM for the proposal package.

### Payment

The proposal shall disclose all payment terms and options related to the payment cycle and grace period as well as a timeframe in which payments will be credited to the Library's account. The proposal should describe what payment methods (check, ACH, wire, etc.) are available, how they work and what discounts, if any, would be available for prompt payment.

The proposal should indicate whether late charges will be assessed on late payments and describe, in full detail, their rate and how and when the charges would be invoked.

### Administrative and Card Fees

The proposal shall provide a detailed description of any fees charged for participating in the program, and describe under what circumstances such fees shall be waived. If applicable, fees for providing a website access shall be included.

If applicable, the proposal shall also provide a detailed description of the fee schedules for such things as transaction fees, non-use fees, card termination fees, and international usage fees.

### Rebates and Discounts

The proposal shall detail the structure for payment of volume-based rebates to entities based upon their usage of procurement cards. The proposal shall specify whether the rebate would be remitted to the Library in the form of cash or through some other rebate mechanism. Incentives and prompt payment discounts that encourage and reward the Library for efforts to expand its procurement card program should also be discussed. Also include any discounts or rebates offered to vendors of the Library for accepting Library procurement cards.



Public Library of Charlotte & Mecklenburg County  
Request for Proposal  
For Procurement Card Services  
Proposal Certification

This proposal must be submitted to the Public Library of Charlotte & Mecklenburg County, Attn: Angela Myers, Finance Director, 310 North Tryon Street, Charlotte, NC 28202 no later than 12:00 pm on January 26, 2018.

Proposal Certification

By signing below as an authorized representative, the Proposer agrees to be bound by the representations, terms and conditions contained in its proposal, and agrees to enter into a contract based upon the terms, representations and conditions contained in the proposal with the Library if this proposal is approved and awarded by the Library.

Proposer (firm name) \_\_\_\_\_  
Federal Tax ID # \_\_\_\_\_  
Mailing Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_

Contact Person \_\_\_\_\_  
Title \_\_\_\_\_  
Telephone number \_\_\_\_\_  
Fax \_\_\_\_\_  
Email \_\_\_\_\_

SIGNATURE OF AUTHORIZED REPRESENTATIVE: \_\_\_\_\_  
DATE: \_\_\_\_\_

This form must be completed legibly in ink or typewritten. An original, manual signature is required.