



# REQUEST FOR PROPOSAL

**CITY OF GRANDVIEW, MISSOURI  
1200 MAIN STREET  
GRANDVIEW, MO 64030  
(816) 316-4800**

## **Procurement Card Services**

**Date: April 30, 2019**

**Response Deadline Date and Time: May 30, 2019 at 2:00 p.m., CDT**

A Pre-Proposal Conference will be held at **10:00 a.m., Thursday, May 16, 2019**, in the Mayors Conference Room, Grandview City Hall, 1200 Main Street, Grandview, MO 64030. The purpose of the pre-proposal meeting is to provide interested institutions an opportunity to pose questions and request clarification of the requirements of the RFP..

**Questions regarding this RFP should be directed to: Phil Smith, (816) 316-4840**

**Email: [psmith@grandview.org](mailto:psmith@grandview.org)**

Interested firms should submit five (5) original copies and one (1) electronic copy of proposal including all attachments, to the address below by no later than **2:00 p.m. CDT on May 30, 2019**. Late proposals, regardless of delivery means, will not be considered.

**City of Grandview  
City Clerk's Office  
1200 Main Street  
Grandview, MO 64030**

***(ATTENTION RFP RESPONDENT – COMPLETE AND RETURN WITH PROPOSAL)***

Respondent's Name: \_\_\_\_\_ Phone No.: \_\_\_\_\_  
(Please print or type company name)

E-Mail Address: \_\_\_\_\_ FAX No.: \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

By: \_\_\_\_\_ Title: \_\_\_\_\_  
(Name of Authorized Agent)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

- Respondent **makes firm offer** and is not revocable within one-hundred-twenty (120) days after response deadline.
- Respondent **does not make an offer** in response to this invitation. Why did you not make an offer? \_\_\_\_\_

# REQUEST FOR PROPOSAL SUMMARY SHEET

## Procurement Card Services

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The City of Grandview (City) invites interested firms to submit a proposal for services as described herein. Proposals must be received no later than **2:00 p.m., CDT** on **May 30, 2019**.

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### Structure of the RFP

For the convenience of the offeror, this RFP is structured as follows:

- Section 1 – Introduction
  - Section 2 – Background
  - Section 3 – Scope of Services
  - Section 4 – Questions
  - Section 5 – Compensation
  - Section 6 – Proposal Submission Requirements
  - Section 7 – Evaluation Criteria
  - Section 8 – Evaluation Process
  - Section 9 – Right of Protest
  - Section 10 – Proposed Time Schedule
  - Attachment 1 – Affidavit
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#### Missouri Sunshine Law

**The Respondent acknowledges and agrees that the City is bound by the Missouri Open Records Law (Sunshine Law) and cannot protect information for the sole reason that it is marked “confidential” or “proprietary”. All information submitted in response to this RFP shall be available for public review in accordance with all federal, state and local laws after: 1) posting of the Notice of Intent to Award; 2) a contract has been executed; or 3) all proposals have been rejected. Requests must be submitted in writing to the Purchasing Manager, City of Grandview.**

# Procurement Card Services

## 1. INTRODUCTION

The City of Grandview, Missouri requests the submission of proposals from qualified financial institutions to furnish customized procurement card services (P-card) for the City of Grandview, Missouri. The proposals shall take into consideration the number of cards issued, dollar transaction levels, and credit limits. The successful Contractor shall be governed by the laws of the state of Missouri, except as regulated by federal laws applicable to national banks. The term of the contract shall be for one year, renewable up to five additional one-year contract periods.

## 2. BACKGROUND

The City of Grandview currently is contracted with UMB for their VISA card program but will consider any other viable program proposed which provides the City with the best overall service and support.

The purpose of the City's P-card program is to streamline the purchases of City employees. The current standard strategy for most cardholders is \$500 per transaction with a \$2,500 credit limit per month. There are selected accounts, carded and cardless, that have higher limits per transaction and per month. The City may, at its discretion, change these levels during the course of the contract. There are currently 75 cardholders and cardless accounts.

The current P-card program includes restrictions on each card through Merchant Category Codes (MCC) and various strategies are employed, depending upon the requirements of the employee's job or the requirements of the cardless account. Standard MCC code restrictions for items such as ATM's, liquor stores, cash advances, etc. are in place for all accounts.

## 3. SCOPE OF SERVICES

The Respondent shall design a custom program that will support options for the various transactions that are likely to occur.

### A. PROPOSER BACKGROUND

#### 1. Personnel

- a) List names, titles, phone numbers, e-mail addresses and brief biographies of your procurement card division personnel; specifically those assigned to this account.
- b) Will one primary contact be assigned to the City's account? If so, provide a brief description of the responsibilities of that contact person.

#### 2. Experience

- a) How long has your institution offered procurement card services?
- b) How many municipal (city) governments are currently using your procurement card services? Provide a high level summary of the types of companies currently using your procurement card services and a general overview of the various card programs under your management.
- c) Please provide a description of previous and current customers with accounts which are similar in nature to those proposed herein, with particular attention given to public agency accounts. List references and phone numbers for each.

#### 3. Competitive Position and Future Commitment

- a) What differentiates your institution's services from that of other providers?
- b) How will you keep this program technologically and procedurally current and competitive? What is your approach in developing new services? What new services or features do you plan to offer and within what time frame? Are these enhancements under your direct control?
- c) If the City were to request enhancements or improvements, describe the prioritization process for such requests.

#### 4. References

- a) Provide names, email addresses, and phone numbers for a minimum of three (3) references, preferably governmental entities with comparable volumes, who are currently using your procurement cards. Select a mix of long-standing and recent customers.

## B. PROGRAM FEATURES

### 1. Program Design

- a) What card platform does your program employ (i.e. MasterCard, VISA, American Express, or other)?
- b) What third-party processor, if any, is used for authorizations and transaction posting? Will the City be required to locate its own third-party processor?
- c) Do any third-party partners perform other functions, such as systems support or customer service? If so, explain.
- d) Discuss settlement terms – what billing cycles are available, how will statements be received, what are payment terms from “statement date.” What options are available for the City to make payment, i.e. ACH, check? What options are available to customize billing statements and cycles?
- e) Is online reconciliation available? Please explain process.
- f) Does your program have the capability of splitting transactions among several business units (accounts)?
- g) How do you propose to handle the City’s enrollment, education, and ongoing management of hardware and software?
- h) Describe any unique features provided by your program that need to be considered.
- i) Does your program provide the option of customizing the card with the City logo and tax exempt number?

### 2. Controls

- a) Describe the card controls and usage restrictions supported by your program?
  - City level restrictions
  - Cardholder level restrictions
  - Department level restrictions
  - Merchant Category Code/Standard Industry Classifications (MCC/SIC) restrictions
  - Cash advance restrictions
  - Dollar limits
  - Multiple purchase limits
  - Charge backs
- b) What are the liabilities of the City and its employees in the event of fraud, abuse or loss of card? Do you provide fraud insurance? If so, what are the stipulations and fees associated with the insurance? How is the loss of a P-card handled? What is the City’s liability?
- c) Does your program screen transaction activity for fraud patterns? Explain. Provide statistics on fraud associated with your procurement card program.
- d) Can your program produce lost transaction receipts? Is there a charge for reproduction? What is the typical turnaround time for you to provide copies of transaction receipts?
- e) Describe your card management process, including time frames, for
  - New card issuance
  - Deactivation of cards
  - Handling of lost/stolen cards
  - Replacing cards (including ‘emergency’ situations)
  - Modifying a cardholder’s profile/strategy

### 3. Technical Capabilities

- a) What are the hardware and software requirements for using your card transaction reporting software packages, including minimum RAM and disk space, minimum processor speed and modem specifications?
- b) What are the installation options for the reporting packages (i.e. stand-alone PC, LAN/WAN, Client/Server, Internet/intranet)?
- c) Are the reporting packages e-mail capable?
- d) What technical support is available for your reporting packages and during what hours is technical support available?
- e) What support do you provide for recreating files that may have been corrupted, lost or destroyed?
- f) Do you have a disaster recovery plan? Please describe, including the time required to become fully operational after a disaster.
- g) What physical and software security measures do you take to protect the confidentiality of the City’s transaction information?

## C. REPORTING

1. Information Reporting
  - a) Describe reporting you can provide to the City.
  - b) Describe the formats or methods offered for distribution of transaction data and the frequency of distribution (i.e. daily, weekly, monthly).
    - Direct transmission to mainframe
    - PC-based direct transmission
    - Internet/intranet
    - E-mail
    - Other
  - c) Confirm whether all information reported will be delivered via the Internet or email and that reporting will be transmitted via a secure site.
  - d) How quickly after a transaction has been executed is information available?
2. Reporting Capabilities
  - a) Provide a general description of the reports you offer:
    - Is the information available accessible any time of the day?
    - If not, what days and hours is it available?
    - How frequently can reports be generated?
    - Can reports be generated for various levels of our organizational structure? List options for report distribution to managers, department administrators, and cardholders.
    - What are your international transaction reporting capabilities?
    - What are your vendor spending reporting capabilities?
  - b) Can reports be generated for various time frames or accounting periods? Is historical information available? How far back is the information available? What are the inquiry and ad hoc reporting capabilities of your program?
  - c) Can you produce customized reports and statements? If so, are there additional charges for customized reporting programming?
  - d) Describe online reporting capabilities.
3. 1099 Reporting
  - a) Can your system provide reports regarding 1099 and minority-owned vendors? Provide a sample of these reports.
  - b) For transactions that are reported without separate sales tax, 1099 status or minority-owned business status detail, how do you suggest that these reporting needs be addressed?
  - c) Are 1099s printable from your system? Are they produced in IRS required format?

## D. INTERFACE WITH INTERNAL FINANCIAL SYSTEMS

1. Do you provide software that interfaces with the City's Tyler Technologies New World Systems financial management system?  
Describe and explain.
  - a) Are there any special system requirements for utilizing your software?
  - b) Is customized programming required to accomplish the interface? If so, is there a cost associated with this programming?
2. Can your system automatically allocate individual transactions to different expense categories (accounts) based on the City's general ledger accounting structure?
  - a) Describe the various options or methods available for allocating transactions.
  - b) If not available, recommend how transaction allocations may be accomplished.

## E. IMPLEMENTATION

1. Provide a sample procurement card contract.
2. Provide a complete description of your implementation process, including a projected time line and various implementation tasks for both you and the City. How long does it typically take to get the program implemented for a customer the size of the City?
3. Does your implementation plan offer the option of a pilot program or a multiple phased rollout prior to full implementation? Describe.
4. Describe support provided during implementation, including technical assistance, user manuals, instructional and/or educational materials, on-site visits, or other assistance.
5. Provide a description of the training opportunities that will be available to the City at no cost. Clearly identify any costs associated with additional training that may be available.
6. What are some of the common implementation obstacles you have observed with your customers?

7. Describe your design for program implementation as it relates to the minimum length and number of cards in the pilot program, as well as the full implementation, methodology and timing.
8. Provide a sample cardholder application.
9. Do you provide sample policies and procedures as part of the implementation process?
10. How will you assist the City in enlisting its vendors to accept the card?
11. Identify and outlined delivery timeframes for the following:
  - a) Procurement card program implementation
  - b) Project management strategy
  - c) Delivery and/or time requirements for newly issued cards
  - d) Processing time required when submitting cardholder applications.

#### F. CUSTOMER SERVICE & QUALITY

Customer service is paramount to the success of this program. Failure to supply stellar customer service to the City is grounds for immediate termination of the contract.

1. Describe your customer service capabilities, including the following:
  - a) hours of coverage
  - b) toll-free number access
  - c) dedicated representative for the City's account
  - d) cardholder account management
  - e) cardholder complaints resolution process
  - f) quality measures for response time
2. Describe your customer service organizational structure.
3. Will a specific customer service representative be assigned to handle the City's account? Describe the responsibilities and authority of customer service personnel, including the chain of command for problem resolution. What card strategy changes, limit changes, closures, etc., can be handled by the City's P-card Administrator. Can these be handled online via a web portal?
4. How are inquiries requiring research handled by your firm? Is there a fee?
5. What are the expected turn around time for customer service responses?
6. What is your record in meeting those response times?
7. Define the dispute resolution process, including time frame and responsibilities of the parties involved. Are disputed items removed from the invoice while under investigation?
8. Do you have a formal quality-improvement program for this service? Please describe.
9. Do you monitor performance indicators? What key performance measures do you track? What is the reporting frequency and period covered for each measure?  
What were your average performance measures for the last three reporting periods.

#### 4. QUESTIONS

Questions shall be emailed to Phil Smith at [psmith@grandview.org](mailto:psmith@grandview.org) The City reserves the right to provide questions and answers to all prospective offerors in the form of an addendum to the RFP.

#### 5. PRICING

1. Provide a price schedule for all fees to the City for these services. Include all one-time and ongoing fees, including minimums and how they are calculated, related to the following:
  - a) annual per card
  - b) per transaction
  - c) Program implementation/set-up
  - d) Reporting – standard and customized
  - e) Merchant sign-up and implementation
  - f) Late fees
  - g) Desktop reporting packages
  - h) Licensing fees
  - i) Maintenance fees
  - j) Consulting fees
  - k) Fraud protection
2. Describe incentives, price breaks, rebates offered based on business volume, timeliness of payments
3. Fees in this proposal are guaranteed for how many years?
4. How and when is the City notified of a price increase?
5. What are your minimum contract term requirements?
6. Are you licensed to do business in the State of Missouri?
7. Will the fees quoted in the proposal remain firm during the entire contract period? If no, for what period of time will your fees remain firm?

## 6. PROPOSAL SUBMISSION REQUIREMENTS

Proposals must be received no later than **2:00 p.m. CDT, on May 30, 2019**. Late proposals will NOT be accepted and will not be returned to sender. The respondent shall submit the following information/documents as part of the proposal:

- A. Cover sheet, completed and signed
- B. Affidavit, completed and signed
- C. Response to the scope of services and information on the evaluation criteria
- D. Proposed contract, signed by the Respondent. Subject to negotiation.

**Note:** Proposals will not be accepted after the deadline for submission, regardless of the reason. Any exceptions to the Scope of Services contained herein must be submitted as part of the proposal. Firms selected for award will be required to provide proof of insurance, as stipulated herein.

## 7. EVALUATION CRITERIA

Proposals will be evaluated in accordance with the following criteria:

1. Respondent's understanding and ability to provide required services as outlined herein
2. Overall Cost (Including Rebate Program)
3. Demonstrated experience and expertise of key contact personnel of the specific personnel that shall be assigned to the team that shall serve the City
4. Content and completeness of proposal
5. Additional services provided or available

The respondent is cautioned that it is the respondent's sole responsibility to submit information related to the evaluation categories. The City is under no obligation to solicit such information, if it is not included in the respondent's original proposal. Failure to provide such information may have an adverse impact on the evaluation of the respondent's proposal.

## 8. EVALUATION PROCESS

The City will consider a proposal nonresponsive when critical information is lacking, or the submission represents a major deviation from the requirements of this RFP. Minor omissions or informalities may be waived at the sole option and discretion of the City. The City also reserves the right to reject any and all proposals, make no award or multiple awards as result of this solicitation. Responsive proposals will be evaluated in the following manner:

- A. An Evaluation Committee will review and rank all proposals individually on their technical merits and according to the criteria established in this RFP. The Committee may contact respondents if any clarification is needed on the proposal.
- B. Respondents whose proposals are ranked the highest by the Evaluation Committee may be asked to participate in an interview process to ensure a mutual understanding of both the City's requirements and the offeror's proposal. Interviews may be conducted either in person or by telephone. However, the Committee may decide that interviews are not necessary and make recommendations for award based on the information provided in the proposal.
- C. The firm that provides the City with the most reliable and cost effective services based on the established evaluation criteria will be recommended to the Board of Aldermen for approval.

**Note:** In accordance with federal, state and local laws, the proposal documents will be available for public review following: rejection of all proposals; posting of the Notice of Intent to Award; execution of the contract and/or purchase order.

**9. RIGHT OF PROTEST**

A Notice of Intent to Award will be posted on the City’s website at [www.grandview.org](http://www.grandview.org). Any protest must be filed within five (5) business days of the date of posting of the Notice. The City shall not be responsible for directly notifying all respondents of the Notice of Intent to Award. Protests must be received in the office of the Purchasing Manager and must contain the company name, address, phone number and signature of the authorized representative; solicitation number; a detailed statement describing the grounds for the protest; and supporting evidence or documents to substantiate the claim. The Director of Finance will review the information provided and issue a written decision within five (5) business days of receipt of the protest. This decision shall be final.

**10. PROPOSED TIME SCHEDULE**

This schedule is subject to change to if its in the best interest of the City.

Issuance of RFP	April 30, 2019
Pre-Proposal Conference	May 16, 2019 at 10:00 a.m. CDT
Proposals Due	May 30, 2019 at 2:00 p.m. CDT
Evaluation	June 1, 2019 – June 28, 2019
Recommendation to BOA (Work Session)	July 17, 2019
BOA Formal Approval (Regular Session)	July 24, 2019
Notification of Award	July 25, 2019
Implementaion	October 1, 2019



AFFIDAVIT

STATE OF \_\_\_\_\_ )
COUNTY OF \_\_\_\_\_ ) SS.

\_\_\_\_\_ of the City of \_\_\_\_\_
\_\_\_\_\_, County of \_\_\_\_\_, State of \_\_\_\_\_,

being duly sworn on her or his oath, deposes and says:

- 1. That I am the \_\_\_\_\_ (Title of Affiant) of
\_\_\_\_\_ (Name of Respondent) and
have been authorized by said Respondent to make this affidavit on the Respondent's behalf;
2. No Alderman, nor the City Administrator, the Director of Finance or the City Purchasing Manager is
financially interested in what the Respondent is offering to sell to the City pursuant to this invitation, nor
is the Respondent a City employee or board member whose proposal creates a conflict of interest. A
conflict of interest would arise if a City employee or board member is in a position to affect either the
decision to solicit proposals or the selection of the successful respondent;
3. Respondent has not participated in collusion or committed any act in restraint of trade, directly or
indirectly, which bears upon anyone's response or lack of response to this Invitation; and
4. The authorized signer of this document certifies that the organization and each of its principals are not
suspended or debarred by the City of Grandview, State of Missouri or Federal government.

\_\_\_\_\_ (Name of Respondent)
By: \_\_\_\_\_ (Signature of Affiant)
\_\_\_\_\_ (Title of Affiant)

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

(SEAL)

NOTARY PUBLIC in and for the County of \_\_\_\_\_
State of \_\_\_\_\_

My commission expires: