

**CITY OF GRANDVIEW
MISSOURI
P-Card RFP
January 2026**



SCOPE

The purpose of this Request for Proposal is to establish a contract with a qualified commercial financial institution for the provision of purchasing card (credit card) services for **The City of Grandview**.

Requirements:

- A. **Issuance**: The contractor shall not issue any cards without written approval or online login request of the Finance Director or their designee. Proposers shall indicate the processing time required to fulfill new card requests and the method of delivery of the card.
- B. **Compatibility** with Municipal Accounting System (New World Technologies): Proposer shall be capable of providing all transaction records in an electronic file format compatible with that used by the City. Proposers shall submit a layout of their data structure so the data can be integrated with the City's current accounting application. If selected for an interview, proposer shall also submit sample data and the name of their technical contact person.
- C. **Liability**: The City will not accept liability for unauthorized use, account numbers fraudulently used and lost or stolen cards. Proposers shall describe in detail the City's liability under any contract written as a result of this RFP.
- D. **Card Format Design**: The contractor shall provide card designed for the City of Grandview. The design shall be approved by the Finance Director or their designee and shall contain the following:
 - a. The phrase "TAX EXEMPT" and the City's tax exempt number shall be printed on the face of the card.
 - b. The municipality's logo, as provided by the City of Grandview, shall appear on the front.
 - c. The contractor's toll-free customer service number shall be printed on the back of the card.
 - d. There shall be no references to ATMs on the card.
- E. **Card Controls and Restrictions**: The contractor shall have the ability to set restrictions and controls on individual cards. The proposer's card system software shall have the capability to allow the Finance Director or their designee to initially establish and later make changes to the restrictions and controls on individual cards, within the accepted limits. The Finance Director or their designee shall also have the ability to activate certain cards, which are reserved for emergency use. These "emergency" cards shall have pre-defined restrictions and controls agreed upon by the municipality and the proposer. Maximum municipal-wide limitations for all cards shall be set in writing at the start of the contract and shall be changed only by written notification from the Finance Director or their designee. The contractor's customer service representatives may not make changes to card limits without this notification. This notification may be provided by electronic mail. Individual controls should be set at the time of the card application but may be changed at a later time. Card controls may be changed only upon request from the Finance Director or their designee. These changes may be made in writing, electronic mail or on-line login. A phone number shall be available to process these types of changes immediately. Proposers should indicate a time frame for making individual card control changes.

The following controls and restrictions shall be available for all cards:

- a. Single transaction dollar limitation – Established per individual card, not to exceed the City-established individual cardholder maximum dollar limit.
- b. Maximum dollar limitation per period – Maximum monthly dollar amount per individual cardholder.
- c. Vendor and commodity blocking – Restrictions on the types of vendors authorized to accept the card and the types of commodities that may be purchased.
- d. Cash advances – Complete prohibition of cash advances.
- e. Additional controls – As available from the contractor. Proposer shall describe any additional controls they have available.

- F. **Training**: The contractor shall provide training to the City as follows:
- a. Contract start-up training session – At the start of the contract, the contractor shall provide initial on-site training to municipal staff as designated by the Finance Director or their designee. The initial training will address benefits and features of the card, billing procedures, available reports and application process.
 - b. Training materials – The contractor shall provide written materials that may be used by department heads to train individual card users in the proper use of the card.
 - c. Telephone support – The contractor shall provide the name and telephone number of a point-of-contact who will be available by telephone to answer questions that may arise during the City’s training of staff or to provide brief training sessions by telephone to new department heads or cardholders. Proposers shall indicate the hours this sort of training will be available.
 - d. Proposers shall describe any additional training programs or aids such as videos and on-line support and indicate their availability.
- G. **Customer Support**: The contractor shall provide customer support to the Finance Director or their designee, department heads and other cardholders. This support should include a minimum:
- a. A customer assistance number and a telephone number for reporting lost or stolen cards. Proposers shall describe the availability of assistance lines and the hours they are staffed.
 - b. The name, title and telephone number of the customer account representative and alternate who would respond to inquiries by the Finance Director or their designee.
 - c. The name, title and telephone number of the technical representative and alternate who would respond to inquiries by the Finance Director or their designee or the City’s information technology staff.
- H. **Questioned/Disputed Items and Chargebacks**: The contractor shall provide a method for handling questions concerning charges. Toll-free service for this process should be available. Provisions for handling questions/disputed items should include how to:
- a. Contact the contractor to discuss questioned or disputed items should include how to:
 - b. Credit the City’s account, pending resolution of the disputed item and,
 - c. Process chargebacks for items resolved in the municipality’s favor. Proposers should provide a time frame for the process.
- I. **Lost or Stolen Cards**: The cardholder and/or Finance Director or their designee will immediately report lost or stolen cards to the contractor. Such reports will be in writing or verbal with written confirmation. The contractor shall provide for immediate cancellation and emergency issue of a replacement card. Proposers must specify the time frame between receiving the report of a lost or stolen card and mailing a replacement card.
- J. **Card Termination**: The Finance Director or their designee may from time to time notify the contractor of card termination and cancellation. This notification will be in writing, on-line or verbal form with written confirmation. Upon notification, the contractor shall immediately cancel the appropriate account(s). Proposers shall specify the time frame between receiving the request and cancellation of the account.
- K. **Card Acceptance**: The contractor’s card must be issued by a major commercial credit card company. It shall be widely accepted by a variety of vendors used by the municipality both locally and nationally because orders will be placed in person, online or by telephone. Proposers shall describe the card’s general acceptance both locally and nationally. The contractor shall work in cooperation with the municipality to ensure vendors accept the credit card for tax-exempt transactions.
- L. **Billing Documentation**: Finance Director or their designee shall be notified electronically when billing statements are available for downloading and printing to disseminate to card holders.

Invoices for all users of the contract must meet the municipality's requirements. The successful proposer must send an itemized invoice at the interval agreed upon which must include the information listed below:

- a. Name of the cardholder and account number
- b. Name of the merchant
- c. Date supplies or services were purchased
- d. Itemized cost for each item/service

Backup documentation for each purchase shall be available upon request from the cardholder or Finance Director or their designee.

- P. **Contractor Database Access**: Proposers shall describe the capability to access their database through the Internet. Describe any time limitations/allowances on such access. Describe the level of compatibility with major PC-based software for downloading data and information.
- Q. **Billing Interval (Period)**: The City is willing to consider alternative billing periods such as monthly, bi-weekly or other. Proposers shall fully describe their billing alternatives including the following:
- a. Policies governing the timing of vendor billing relative to the delivery of goods and services.
 - b. Available billing schedules (monthly, weekly, etc.) and time frames involved for close of billing period, transmittal of billing information and payment requirement.
 - c. Discounts or rebates such as a prompt payment discount or volume discount, if any, are available for each billing schedule.
- R. **Payment**: Payment shall be due within an agreed upon number of days after acceptance of all products or services or receipt of a correct invoice for payment, whichever is latest. When payment is by mail, the date of the postmark shall be deemed the date of payment. Proposers should describe different payment methods that are available, how they work and what discounts, if any, would be available.
- S. **Late Charges**: If late charges will be assessed to the City's account, proposer shall describe in full detail the rate, how and when the charges would be invoked and how the charges would be billed, including a sample calculation.
- T. **Sale of Cardholder Information**: The contractor shall not sell, rent or otherwise distribute a list of participating card holders, their addresses or any other information to any person, firm or other entity for any purpose without the written consent of the Finance Director or their designee.
- U. **Reports**: The contractor shall provide reports that show monthly (or other agreed upon interval) transaction details by cardholder, by department and by the City as a whole. Reports should also be capable of showing transactions by vendor. Reports shall enable the City to reconcile all card transactions including charges, credits, disputes, adjustments, duplicates, etc. Proposers shall describe their reporting system fully and provide report samples. Proposers shall fully describe the extent of spending analysis available in areas such as line items and point of sale transactions (date, amount, specifics, ship-to information, etc.). The contractor shall provide 1099 vendors a 1099 as required by the IRS.
- V. **Card Life and Renewal**: Card life cannot exceed two (2) years, and all cards are subject to earlier cancellation. On a monthly basis, the contractor shall submit a report to the Finance Director or their designee showing all cards which will expire within the next sixty (60) days.

PROPOSAL PREPARATION

- A. Proposals should be prepared simply and economically, providing straightforward, concise descriptions of capabilities. Emphasis should be on completeness, brevity and clarity of content.
- B. Proposers may be required to give an oral presentation to City of Grandview staff to clarify or elaborate on proposal.

- C. Ownership of all data, materials and documentation originated and prepared for the City pursuant to this RFP shall belong exclusively to the municipality and be subject to public inspection in accordance with applicable statutes. Trade secrets or proprietary information submitted by a proposer shall not be publicly disclosed, however, the proposer shall request this protection prior to or upon submission of the data or other materials and must identify the data or other materials to be protected and state the reasons why protection is necessary. Disposition of such material after the award is made shall be stated by the proposer.
- D. Proposals shall contain the following information in the sequence listed:
- a. Name of firm submitting the proposal; main office address; when organized; if a corporation, when and where incorporated; appropriate State and Federal registration numbers; the date until which the information in the RFP is binding; and the names and addresses of the service, fiscal and technical representatives who would handle the municipality's account.
 - b. Understanding of the problem and technical approach.
 - i. Statement and discussion of the requirements as they are analyzed by the proposer.
 - ii. Proposer's definitive Scope of Work with an explanation of technical approaches and a detailed outline of the proposed program for executing the requirements and achieving the objectives of this RFP.
 - c. Work Plan – It is the City's goal to begin implementation of the card to departments no later than ninety (90) days of the RFP close. Proposers shall present a description and timeline of the phases or segments into which the proposed program can logically be divided and performed. The narrative shall address separately each of the tasks described in this RFP and responses should be keyed to the appropriate paragraph numbers. This section should also contain a discussion of any changes proposed which substantially differ from the Scope as described above and/or the Procedures that appear attached to this document. This section should include detailed descriptions of activities, significant milestones and anticipated deliverables.
 - d. Treatment of the Issues – In this section, proposers may comment, if deemed appropriate, on any aspect of the RFP including suggestions or possible alternative approaches to the coverage, definition, development and organization of the items presented in the Requirements section of the RFP.
 - e. Qualifications Statement
 - i. Organizational and staff experience: Proposers must describe their qualifications and experience to perform the work described in the RFP. Information about experience should include direct work with specific subject matter. Include resumes of key staff who would be working directly with the municipality.
 - ii. References: Submit three (3) references from current corporate customers, preferably governments similar in size to Grandview. Provide complete contact information.
 - iii. Personnel: Any subcontractors who will be assigned direct work on this project should be identified and brief resumes provided. Information is required which will show the composition of the task or work group, its specific qualifications and recent relevant experience. The technical areas, character and extent of participation by any subcontractor or consultant must be indicated and the anticipated sources identified.

- iv. Financial Responsibility: Latest audited statement, annual or quarterly reports, rating from a nationally recognized credit rating organization or other acceptable proof of financial responsibility.
- f. Pricing Data – For purposes of the RFP, proposers may price the services performed for City of Grandview. However, the municipality expects the volume to be significant enough that the proposer will provide all cards, software and services at no cost to the City. The proposer shall detail any and all costs that the City of Grandview and its vendors may or will incur through use of the card. Proposers should describe any revenue sharing or incentive programs. The method of payment for any costs and/or incentive programs should be described.

EVALUATION CRITERIA

The following factors will be considered in the award of this contract:

- a. Qualification of the firm with appropriately qualified and experienced personnel.
- b. Depth of response to the Requirements section.
- c. Depth of response to the Work Plan.
- d. Details of the approach and methodology of the program.
- e. Availability of electronic billing capability and on-line cardholder statements and other reports.
- f. Training and customer support.
- g. Reasonableness of cost proposal.
- h. Available billing schedules (monthly, weekly, etc.) and time frames involved for close of billing period, transmittal of billing information and payment requirement.
- i. Discounts or rebates such as a prompt payment discount or volume discount, if any, are available for each billing schedule.

REQUIRED SUBMITTALS

Each proposer responding to this RFP must supply all the required documentation. Failure to provide the documentation with the response will result in the proposal being declared “non-responsive.”

SUBMISSION OF PROPOSAL

Sealed RFPS, one (1) original and five (5) copies of the proposal are due at **1200 Main Street, Attn: Holly Borst, Deputy Finance Director, Grandview MO, 64030** prior to **February 16, 2026, at 4:30 PM**. Proposals received after this date and time will not be considered. It is the responsibility of the proposer to clearly identify and to describe the services being offered in response to the RFP. Proposers are cautioned that organization of their response, as well as thoroughness, is critical to the municipality’s evaluation process. The response should be completed legibly and all required supplemental information must be furnished and presented in an organized and easy-to-follow manner.

PERIOD THAT PROPOSALS REMAIN VALID

Respondents agree that proposals will remain firm for a period of one hundred and twenty (120) calendar days after the specified date for return of proposals to the City of Grandview.

CONTRACT AWARD

A contractual agreement will be negotiated with the successful proposer.

CONTRACT PERIOD

The initial contract will begin on the date of award and continue for 60 months. It shall be subject to renewal for up to three (3) additional years, one (1) year at a time. Automatic contract renewals

are prohibited. All renewals must be authorized by and coordinated by the Finance Director or their designee.

It should be noted that multi-year contracts may be continued each fiscal year only after funding appropriations and program approval have been granted by the Board of Alderman. If the Governing Body fails to grant funding appropriations or program approval, then the contract becomes null and void effective October 1 of the fiscal year for which funding was denied.

PRICING

The subsequent contract will be a firm-fixed price contract. The fee(s) will remain firm and will include all charges that may be incurred in fulfilling requirements for the duration of the contract.

NOTIFICATION OF AWARD

Service may not begin until receipt of Notification of Award from the municipality's Finance Director or their designee. Performance time and dates are determined solely by the contract and any subsequent modifications to the contract.

NO GUARANTEE OF QUANTITIES

The City of Grandview does not guarantee any amount of purchases by credit card as a result of this RFP, nor does it guarantee a minimum number of cards that will be issued.

P-Card expenditures for the past five fiscal years is as follows:

Fiscal Year	Annual Spend
2021	\$ 1,043,577
2022	\$ 1,196,405
2023	\$ 1,078,125
2024	\$ 1,288,687
2025	\$ 1,450,731

DISPUTES

Should disputes, alternatives or other disagreements related to the performance of the work herein described arise between the City and the contractor, the parties hereto shall negotiate in good faith in an attempt to resolve same. Such negotiations shall take precedence to any remedy at law.

CONFLICT OF INTEREST

The proposer certifies that to the best of their knowledge no employee of the City, nor any public agency or official has any conflicting interest in or will derive any personal financial benefit from participation in the resulting contract.

REJECTION OF PROPOSALS

The right is reserved by the City at its discretion to reject any or all proposals or parts thereof. The City reserves the right to waive defects or informalities, to negotiate with proposers and to accept the proposal deemed in its best interest.

COMPLIANCE WITH LAWS

The contractor shall always observe and comply with all Federal, State and local laws, ordinances and regulations which may in any manner affect the performance of this Agreement.