



COMPETITIVE SOLICITATION – No. 00719 / 00819

COOPERATIVE PURCHASING AGREEMENT

FOR

COMMERCIAL CARD SERVICES

INTRODUCTION

The Washington State Department of Enterprise Services (Enterprise Services) is issuing this Competitive Solicitation pursuant to RCW chapter 39.26. Pursuant to this Competitive Solicitation, Enterprise Services intends to conduct a competitive procurement and award two (2) Cooperative Purchasing Master Agreements for eligible purchasers to participate in an incentive share rebate Commercial Card Service program (“Commercial Card Services”).

- One (1) Master Agreement will be established for Purchase Card Services – including but not limited to Purchase Cards, One Cards/Integrated Cards, Travel Cards, Declining Balance Cards/Managed Spend Cards, Emergency Cards, Virtual Cards/Single Use Card, and Electronic Payables.
- One (1) Master Agreement will be established for Fleet Card Services.

Cooperative Purchasing Agreement. Pursuant to RCW 39.26.060, Enterprise Services is authorized to participate in, sponsor, conduct, or administer a cooperative purchasing agreement for the procurement of any goods or services with one or more states, state agencies, local governments, local government agencies, federal agencies, or tribes located in Washington, in accordance with agreement entered into between the participants. Enterprise Services, pursuant to an agreement with NASPO ValuePoint Cooperative Purchasing Program, is serving as the ‘Lead State’ in conducting the competitive procurement and resulting Master Agreements for Commercial Card Services. Enterprise Services intends to use the solicitation to establish Master Agreements with qualified Bidders to provide Commercial Card Services for Washington State and all NASPO Value Point Participating States and authorized Purchasing Entities.

NASPO ValuePoint. NASPO ValuePoint is the cooperative purchasing arm of the National Association of State Procurement Officials (NASPO). NASPO is a non-profit association dedicated to strengthening the procurement community through education, research, and communication. It is made up of the chief procurement officers of the central purchasing offices of each of the 50 states, the District of Columbia and the territories of the United States. NASPO ValuePoint facilitates administration of the cooperative contracting consortium of the state chief procurement officers for the benefit of state departments, institutions, agencies, and political subdivision and other eligible entities (i.e., colleges, school districts, counties, cities, some non-profit organizations, etc.) for all fifty (50) states, the District of Columbia, and territories of the United States. For more information, consult the following websites: www.naspovaluepoint.org and www.naspo.org.

Participating States. The resulting Master Agreement(s) from this Solicitation will be available for use by the State of Washington and any NASPO ValuePoint cooperative purchasing member – i.e., any state, the District of Columbia, or territory of the United States (collectively “States”). Participation shall be through a Participating Addendum to participate in the Master Agreement(s), *Provided*, however, that such Participating Addendum must be executed by the chief procurement officer for the applicable State, and *Provided further*, that such Participating Addendum shall not change the material terms and conditions set forth in the Master Agreement(s). Any State (authorized by a state’s chief procurement officer) that executes such Participating Addendum is a ‘Participating State,’ and its authorized participants (purchasers) are ‘Purchasing Entities.’ Some States, with state authority to do so and permission from such state chief procurement officer, may authorize local governments, political subdivisions, and other entities to execute a Participating Addendum.

- PARTICIPATING STATES. In addition to Washington, the Lead State conducting this Competitive Solicitation, the following states have requested to be named in this Competitive Solicitation as potential Participating States of the resulting Master Agreement(s):
 - Alaska
 - Arizona
 - California
 - Colorado
 - Illinois
 - Montana
 - Minnesota
 - Oregon
 - South Dakota

Other states may choose to execute a Participating Addendum after award of the Master Agreements.

Some States may have included additional special or unique terms and conditions for their state that will govern their state Participating Addendum. These terms and conditions are being provided as a courtesy to Bidders to indicate which additional terms and conditions may be incorporated into the participating addendum of such states after award of the Master Agreement(s). The Lead State will not address questions or concerns or negotiate other States’ terms and conditions. Such states shall negotiate the terms and conditions for their participation directly with the awarded Contractor(s).

The form of the Participating Addendum for the State of Washington as well as the Participating Addendum template for other potential Participating State’s specific terms and conditions are attached as Exhibit D.

This Competitive Solicitation is divided into four (4) sections:

- [Section 1](#) provides a summary table of relevant deadlines for responding to the Competitive Solicitation and identifies contact information for Enterprise Services’ Procurement Coordinator.

- [Section 2](#) provides important information about the procurement that is designed to help interested bidders evaluate the potential opportunity, including the purpose of the procurement and Master Agreements, the form of the resulting Master Agreement, and potential contract usage.
- [Section 3](#) identifies how to prepare and submit a bid for this Competitive Solicitation, including detailed instructions regarding what to submit and how to submit your bid.
- [Section 4](#) identifies how Enterprise Services will evaluate the bids.

In addition, this Competitive Solicitation includes the following Exhibits:

- [Exhibit A – Required Bidder Information](#): These exhibits identify information that bidders must provide to Enterprise Services to constitute a responsive bid. See Section 3, below.
 - [Exhibit A1](#) – Bidder’s Certification
 - [Exhibit A2](#) – Bidder’s Profile
- [Exhibit B1 – Purchase Card Services Requirements](#): This exhibit outlines the required specifications for the purchase card program that is the subject of this Competitive Solicitation.
- [Exhibit B2 – Fleet Card Services Requirements](#): This exhibit outlines the required specifications for the fleet card program that is the subject of this Competitive Solicitation.
- [Exhibit C1 – Purchase Card Rebate/Incentive Share](#): This exhibit provides the rebate/incentive share, fees, and acceptance location information that bidders will complete as part of their bid and the rebate/incentive share evaluation tool that Enterprise Services will use to evaluate bids.
- [Exhibit C2 – Fleet Card Rebate/Incentive Share](#): This exhibit provides the rebate/incentive share, fees, and acceptance location information that bidders will complete as part of their bid and the rebate/incentive share evaluation tool that Enterprise Services will use to evaluate bids.
- [Exhibit D – Participating Addendum Templates](#): This exhibit provides sample Participating Addendum templates that Participating States may execute prior to obtaining services under the Master Agreement.
 - [Exhibit D1](#) – Participating Addendum Template – State of Washington
 - [Exhibit D2](#) – Participating Addendum Template - SAMPLE
 - [Exhibit D3](#) – State of Oregon specific Terms & Conditions
 - [Exhibit D4](#) – State of Montana specific Terms & Conditions
 - [Exhibit D5](#) – State of Colorado specific Terms & Conditions
 - [Exhibit D6](#) – State of California specific Terms & Conditions
 - [Exhibit D7](#) – State of Illinois specific Terms & Conditions
- [Exhibit E – Master Agreement](#): This exhibit is a draft of the Master Agreement that the successful bidder(s) will execute with Enterprise Services.

- [Exhibit E1](#) – Master Agreement Issues List; This exhibit outlines the bidder’s issues, if any, and bidder’s proposed resolution/solution if bidder has any business concerns with the form of the Master Agreement (Exhibit E) to be awarded. Note, however, that Enterprise Services reserves the right not to modify the Master Agreement and to award the Master Agreement on the basis of the bidder’s willingness to agree to the Master Agreement.
- [Exhibit F – Complaint, Debrief, & Protest Requirements](#): This exhibit details the applicable requirements to file a complaint, request a debrief conference, or file a protest regarding this Competitive Solicitation.
- [Exhibit G – Doing Business with the State of Washington](#): This exhibit provides information regarding contracting with the State of Washington.
- [Exhibit H – Definitions](#): This exhibit provides definitions of terms used within this solicitation and resulting Master Agreement.
- [Exhibit I – 2018 Program Details](#): This exhibit provides the program information for states leveraging the current Commercial Card Services Contract (WA State Master Agreement #00612) for the calendar year 2018.

SECTION 1 – DEADLINES, QUESTIONS, AND WHERE TO SUBMIT YOUR BID

This section identifies important deadlines for this Competitive Solicitation and where to direct questions regarding the Competitive Solicitation.

- 1.1. **COMPETITIVE SOLICITATION DEADLINES.** The following table identifies important dates for this Competitive Solicitation:

COMPETITIVE SOLICITATION DEADLINES	
ITEM	DATE
Competitive Solicitation Posting Date:	June 4, 2019
Pre-Bid Conference:	June 19, 2019, 10am – 12pm <u>Attend in Person</u> 18740 International Boulevard Room TBD Seattle, WA 98188 <u>Attend via Phone/Webinar</u> Dial In: 669-900-6833 Meeting ID: 845 530 598 Webinar: Join here .
Question & Answer Period:	June 4, 2019 - July 5, 2019
Deadline for submitting Bids:	July 12, 2019
System Demonstration Window:	August 12 -30, 2019 (specific dates to be provided later)

COMPETITIVE SOLICITATION DEADLINES	
ITEM	DATE
Anticipated Announcement of Apparent Successful Bidder(s) (ASB):	September 20, 2019
Anticipated Award of Master Agreement(s):	Dec 31, 2019
Implementation Timeframe:	January 1, 2020 – December 31, 2020
Contract Services Begin:	January 1, 2021

- 1.2. **COMPETITIVE SOLICITATION QUESTIONS.** Questions or concerns regarding this Competitive Solicitation must be directed to the following Procurement Coordinator:

Procurement Coordinator	
Name:	Roni Field
Telephone:	360-407-7949
Email:	veronica.field@des.wa.gov

Questions raised at the pre-bid conference and during the Q&A period will be answered and responses posted to the Washington Electronic Business Solution (WEBS).

- 1.3. **COMPLAINTS, DEBRIEFS, & PROTESTS.** The Competitive Solicitation (and award of the Master Agreement) is subject to complaints, debriefs, and protests as explained in [Exhibit F – Complaint, Debrief & Protest Requirements](#), which may impact the dates set forth above.
- 1.4. **COMPETITIVE SOLICITATION – AMENDMENT & MODIFICATION.** Enterprise Services reserves the right to amend and modify this Competitive Solicitation. Only bidders who have properly registered and downloaded the original Competitive Solicitation directly via WEBS will receive notifications of amendments and other correspondence pertinent to this Competitive Solicitation. Bidders must be registered in WEBS to be awarded a Master Agreement. Visit <https://fortress.wa.gov/ga/webs> to register.

SECTION 2 – INFORMATION ABOUT THE PROCUREMENT

This section describes the purpose of the Competitive Solicitation and provides information about this procurement, including the potential scope of the opportunity.

- 2.1. **PURPOSE OF THE PROCUREMENT – AWARD COOPERATIVE PURCHASING MASTER AGREEMENTS.** The purpose of this Competitive Solicitation is to receive competitive bids and award Cooperative Purchasing Master Agreements for Commercial Card Services. Enterprise Services intends to award one (1) Master Agreement for Purchase Card Services and one (1) Master Agreement for Fleet Card Services. The Agreement for Purchase Card Services will require Purchase Cards, One Cards/Integrated Cards, Travel Cards, Declining Balance Cards/Managed Spend Cards, Emergency Cards, Virtual Cards/Single Use Cards, and Electronic Payables. Purchase cards must be capable of having Corporate, Joint & Several, or Individual Liability. The Agreement for Fleet Card Services will require Fleet cards. Fleet cards must be capable of having Corporate Liability. All cards must be able to be issued in real (plastic) or virtual (no plastic) formats. All cards must be supported by

a web-based data management system and customer service teams, at a minimum. Requirements for the data management system and customer services are listed in [Exhibit B1](#) and [Exhibit B2](#).

- 2.2. **MASTER AGREEMENT.** The form of the Master Agreement that will be awarded as a result of this Competitive Solicitation is attached as [Exhibit E – Master Agreement](#). This Master Agreement is designated to function as a ‘procurement bridge’ between innovative vendors who have bid and won a competitive solicitation to supply goods/services and Participating States and their eligible purchasers who wish to purchase such goods/services pursuant to pre-determined, clear, consistent, easy to use, value-added Master Agreements.
- 2.3. **MASTER AGREEMENT TERM.** As set forth in the attached Master Agreement for this Competitive Solicitation, the agreement term is sixty (60) months, *provided, however that* the Master Agreement term shall be extended for twenty-four (24) months, if in Enterprise Services’ sole, reasonable judgement, Contractor meets performance metrics established in the Master Agreement. The Master Agreement term shall commence following the completion of any applicable transition period. Bidders are to specify rebate/incentive share for the entire agreement term (up to eighty-four (84) months). The Master Agreement is subject to earlier termination.
- 2.4. **ESTIMATED USAGE.** State program sizes under previous contracts is reflected in [Exhibit I - 2018 Program Details](#). 2018 Purchase Card program volume totaled \$2.9 billion. 2018 Fleet Card program volume totaled \$209 million. Total potential or estimated contract usage is not known. As stated in this Competitive Solicitation, however, the resulting Master Agreement will be available for use by all Participating States (including political subdivisions if authorized by the appropriate state chief procurement officer). Such States will decide whether the Master Agreement meets their needs and, if so, execute a Participating Addendum. Although Enterprise Services does not represent or guarantee any minimum usage from the Master Agreement, prior program size can be found in [Exhibit I – 2018 Program Details](#).

SECTION 3 – HOW TO PREPARE AND SUBMIT A BID FOR THIS COMPETITIVE SOLICITATION

This section identifies how to prepare and submit your bid to Enterprise Services for this Competitive Solicitation. In addition, bidders will need to review and follow the Competitive Solicitation requirements including those set forth in the exhibits, which identifies the information that bidders must provide to Enterprise Services to constitute a responsive bid. By responding to this Competitive Solicitation and submitting a bid, bidders acknowledge having read and understood the entire Competitive Solicitation and accept all information contained within this Competitive Solicitation.

- 3.1. **PRE-BID CONFERENCE.** Enterprise Services will host a Competitive Solicitation pre-bid conference at the time and location indicated in Section 1.1 of this Competitive Solicitation. Attendance is not mandatory. Bidders, however, are encouraged to attend and participate. The purpose of the pre-bid conference is to clarify the Competitive Solicitation as needed and raise any issues or concerns that bidders may have. If interpretations, specifications, or other changes to the Competitive Solicitation are required as a result of the conference, the Procurement Coordinator will post an amendment to this Competitive Solicitation to WEBS. Assistance for disabled, blind, or hearing-impaired persons who wish to attend the pre-bid conference is available with prior arrangement by contacting the Procurement Coordinator. Please register to attend the pre-bid conference, either in person or virtually, [here](#). The Password for the registration is Commercial Card.

- 3.2. **BID FORMAT.** Bids must be complete, legible, signed and follow all instructions stated in the Competitive Solicitation and exhibits. Unless otherwise specified in writing by Enterprise Services, documents included with an electronic bid must be prepared in MS Word, MS Excel, or machine readable Adobe PDF.
- 3.3. **BIDDER COMMUNICATIONS REGARDING THIS COMPETITIVE SOLICITATION.** During the Competitive Solicitation process, all bidder communications regarding this Competitive Solicitation must be directed to the Procurement Coordinator for this Competitive Solicitation. See Section 1.2 of this Competitive Solicitation. Bidders should rely only on this Competitive Solicitation and written amendments to the Competitive Solicitation issued by the Procurement Coordinator. In no event will oral communications regarding the Competitive Solicitation be binding.
- Bidders are encouraged to make any inquiry regarding the Competitive Solicitation as early in the process as possible to allow Enterprise Services to consider and, if warranted, respond to the inquiry. If a bidder does not notify Enterprise Services of an issue, exception, addition, or omission, Enterprise Services may consider the matter waived by the bidder for protest purposes.
 - If bidder inquiries result in changes to the Competitive Solicitation, written amendments will be issued and posted on WEBS.
 - Unauthorized contact regarding this Competitive Solicitation with other state employees involved with the Competitive Solicitation may result in bidder disqualification.
- 3.4. **REBATE/INCENTIVE SHARE COMPONENTS.** Bidders must provide rebate/incentive share rates for all components within the category bid, as described in this Competitive Solicitation. See [Exhibit C1 – Purchase Card Rebate/Incentive Share](#) and [Exhibit C2 – Fleet Card Rebate/Incentive Share](#). A bidder’s failure to identify rates for all components within the category bid, in a manner consistent with the instructions in this Competitive Solicitation is sufficient grounds for disqualification.
- 3.5. **WASHINGTON STATE PROCUREMENT PRIORITIES & PREFERENCES.** Enterprise Services will apply the following Washington State procurement priorities and preferences to this Competitive Solicitation:
- Procurement Preference for Executive Order 18-03 (Firms without Mandatory Individual Arbitration for Employees. Pursuant to RCW 39.26.160(3) (best value criteria) and consistent with [Executive Order 18-03 – Supporting Workers’ Rights to Effectively Address Workplace Violations](#) (dated June 12, 2018), Enterprise Services will evaluate bids for best value and provide a bid preference to any bidder who certifies, pursuant to the Bidder Certification attached as Exhibit A1- Bidder Certification, that their firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or collection action waiver.
 - Veteran Owned Business Preference. Pursuant to RCW 39.26.160 (3) (best value criteria), Enterprise Services will evaluate bids for best value and provide a bid preference to any bidder who certifies, pursuant to the Bidder Certification attached as Exhibit A1- Bidder Certification, that they are a Veteran owned business as defined by RCW 43.60A.010(7).

- Small Businesses. Pursuant to RCW 39.26.160 (3) (best value criteria), Enterprise Services will evaluate bids for best value and provide a bid preference to any bidder who certifies, pursuant to the Bidder Certification attached as Exhibit A1- Bidder Certification, that they are a Washington small business as defined by RCW 39.26.020(22).

3.6. **BIDDER RESPONSIVENESS.** Bidders must submit complete bids. A bidder's failure to do so may result in a bid being deemed non-responsive and disqualified. Enterprise Services reserves the right to determine a bidders' compliance with the requirements specified in this Competitive Solicitation and to waive informalities in a bid. An informality is an immaterial variation from the exact requirements of the Competitive Solicitation, having no effect or merely a minor or negligible effect on quality, quantity, or delivery of the goods or performance of the services being procured, and the correction or waiver of which would not affect the relative standing of, or be otherwise prejudicial, to bidders.

3.7. **BID SUBMITTAL CHECKLIST – REQUIRED BID SUBMITTALS.** This section identifies the bid submittals that must be provided to Enterprise Services to constitute a responsive bid. Bidders must provide a complete bid response for each category bid. The submittals may be delivered as set forth below. Bids that do not include the submittals identified below may be rejected as nonresponsive. In addition, a bidder's failure to complete any submittal as instructed may result in the bid being rejected. Bidders must identify any supplemental materials with the bidder's name. **Do not include marketing material in your response.**

EXHIBIT A1 – BIDDER'S CERTIFICATION

This document is the Bidder's Certification.

Complete the certification, attach it to the bid along with any required explanations, and submit it to Enterprise Services. Note: the Certification must be complete. Where there are choices, Bidder must check a box. The certification must be signed and submitted by a duly authorized representative for the Bidder.

EXHIBIT A2 – BIDDER'S PROFILE

This document is required bidder information for Enterprise Services' contract administration purposes.

Complete as instructed and submit with the bid to Enterprise Services.

EXHIBIT B1 – PURCHASE CARD SERVICE REQUIREMENTS

If bidding Category 1 – Purchase Card Services, Bidder will review and indicate their ability to meet or exceed the detailed specifications addressed in [Exhibit B1 – Purchase Card Service Requirements](#).

EXHIBIT B2 – FLEET CARD SERVICE REQUIREMENTS

If bidding Category 2 – Fleet Card Services, Bidder will review and indicate their ability to meet or exceed the detailed specifications addressed in [Exhibit B2 – Fleet Card Service Requirements](#).

EXHIBIT C1 – PURCHASE CARD REBATE/INCENTIVE SHARE

If bidding Category 1 – Purchase Card Services, Bidder will need to complete the

Rebate/Incentive Share worksheet templates as instructed in [Exhibit C1 – Purchase Card Rebate/Incentive Share](#).

EXHIBIT C2 – FLEET CARD REBATE/INCENTIVE SHARE

If bidding Category 2 – Fleet Card Services, Bidder will need to complete the Rebate/Incentive Share worksheet templates as instructed in [Exhibit C2 – Fleet Card Rebate/Incentive Share](#).

EXHIBIT E1 – MASTER AGREEMENT ISSUES LIST

If applicable, bidder will need to complete and submit Master Agreement Issues.

‘CLICK-THROUGH’ OR TERMS OF USE AGREEMENT

If access to the bidder’s system or partnering system requires users to agree to Terms of Use or similar ‘Click-Through’ style agreements, copies of those agreements must be included in the bid; *Provided*, however, such click-through terms shall not change the Master Agreement (for example, Washington cannot agree to indemnify vendors). If additional agreements of this type are introduced at the point of contract negotiation or contract finalization, those additional ‘click-through’ and /or Terms of Use (TOU) agreement may not be accepted and may be grounds for disqualification.

CARD USER AGREEMENT/ADDENDUMS

If bidder requires any additional addendums, agreements, card user agreements, or the like, copies of those documents must be included in the bid; *Provided*, however, such Card User Agreements/Addendum terms shall not change the Master Agreement (for example, Washington cannot agree to indemnify vendors). If additional agreements/documents of this type are introduced at the point of contract negotiation or contract finalization, those additional agreements/addendums may not be accepted and may be grounds for disqualification.

PCI DSS COMPLAINT CERTIFICATION OR PROOF

Bidder must provide proof or certification of compliance with Payment Card Industry (PCI) Data Security Standard (DSS). PCI DSS is an information security standard for organizations that handle branded credit cards from the major card schemes. The PCI standard is mandated by the card brands and administered by the Payment Card Industry Security Standards Council.

3.8. **SUBMITTING BIDS.** Because some Participating States require a sealed bid process, Enterprise Services is requiring sealed bids for this Competitive Solicitation. Bids must be packaged with one (1) outer envelope addressed as provided in the table below. Two (2) inner envelopes, one (1) labeled ‘Technical Response’ and one (1) labeled ‘Rebate/Incentive Share’.

- ‘Technical Response’ envelope must include the completed Exhibits and documents listed below:
 - Exhibit A1,
 - Exhibit A2,
 - Exhibit B1 (if bidding Category 1 – Purchase Cards) **OR** Exhibit B2 (if bidding Category 2 – Fleet Cards),

- Exhibit E1 – if applicable,
- Any applicable ‘click-through’ agreements,
- Any applicable Card User Agreements or similar,
- PCI DSS Compliance Certification, and
- A USB drive including Microsoft Word or machine-readable PDF files of the required documents.
- ‘Rebate/Incentive Share’ envelope must include the completed Exhibits listed below:
 - Exhibit C1 (if bidding Category 1 – Purchase Cards) **OR** Exhibit C2 (if bidding Category 2 – Fleet Cards) and
 - A USB drive including Microsoft Word or machine-readable PDF files of the required documents.

If a conflict arises between the hard copy and the electronic copy (saved to the USB), the electronic copy will prevail. **Bidders must submit full bid responses for EACH category they choose bid.** Your bid must be delivered to the following:

Deliver Bids to:	
<i>Mail your bid to the following:</i>	Washington Department of Enterprise Services Contracts & Procurement Solicitation #00719/00819 P.O. Box 41411 Olympia, WA 98501-1411
<i>Deliver your bid to the following:</i>	Washington Department of Enterprise Services Contracts & Procurement Solicitation #00719/00819 1500 Jefferson Street SE Olympia, WA 98501

Note: Utilizing the United States Postal Service creates an additional 1 to 2 days of mail processing. Enterprise Services does not accept responsibility for late bids.

Note: In a joint effort to save costs, reduce waste and produce energy savings, Bidders are encouraged to use double-sided printing and recyclable materials. Bidders are highly encouraged to refrain from submitting bids in 3-ring binders, spiral bindings, or other non-recyclable presentation folders.

SECTION 4 – BID EVALUATION

This section identifies how Enterprise Service will evaluate Competitive Solicitation bids.

- 4.1. **OVERVIEW.** Enterprise Services will evaluate bids for this Competitive Solicitation as described below.
- Bidder responsiveness, ability to meet requirements, card acceptance locations, rebate/incentive share factors, system evaluation/live demonstration and responsibility, will be evaluated based on the process described herein.

- Any bidder whose bid is determined to be non-responsive will be rejected and will be notified of the reasons for this rejection.
- Enterprise Services reserves the right to: (1) Waive any informality; (2) Reject any or all bids, or portions thereof; (3) Accept any portion of the items bid unless the bidder stipulates all or nothing in their bid; (4) Cancel the Competitive Solicitation and re-solicit bids; and/or (5) Negotiate with the highest scored responsive and responsible bidder(s) to determine if such bid can be improved.
- Enterprise Services will use the following process and evaluation criteria for an award of a Master Agreement:
 - **Step 1: Responsiveness.**
 - **Step 2: Mandatory Requirements Evaluation.**
 - **Step 3: Card Acceptance Evaluation.**
 - **Step 4: WA Procurement Priorities Evaluation.**
 - **Step 5: Bidder Narrative (Scored Requirements) Evaluation.**
 - **Step 6: Live Demonstration.**
 - **Step 7: Rebate/Incentive Share Components Evaluation.**
 - **Step 8: Responsibility Analysis.**
 - **Step 9: Contract Negotiations**

Category 1: Purchase Card Services		
Evaluation Step	Evaluation Approach	Points Available
Responsiveness	Pass/Fail	N/A
Mandatory Requirements	Pass/Fail	N/A
Only bids that are deemed responsive and meet the Mandatory Requirements will move forward in the evaluation process.		
Card Acceptance	Scored	70
WA Procurement Priorities	Scored	30
Bidder Narrative	Scored	500
Only bids determined to be within the competitive range will move forward in the evaluation process.		
Live Demonstration	Scored	600
Rebate/Incentive Share	Scored	800
Responsibility Analysis	Pass/Fail	N/A
	Total Points Available	2000

Category 2: Fleet Card Services		
Evaluation Step	Evaluation Approach	Points Available
Responsiveness	Pass/Fail	N/A
Mandatory Requirements	Pass/Fail	N/A
Only bids that are deemed responsive and meet the Mandatory Requirements will move forward in the evaluation process.		
Card Acceptance	Scored	170
WA Procurement Priorities	Scored	30
Bidder Narrative	Scored	400
Only bids determined to be within the competitive range will move forward in the evaluation process.		
Live Demonstration	Scored	600
Rebate/Incentive Share	Scored	800
Responsibility Analysis	Pass/Fail	N/A
	Total Points Available	2000

- 4.2. **RESPONSIVENESS (STEP 1).** Enterprise Services will review bids – on a pass/fail basis – to determine whether the bid is ‘responsive’ to this Competitive Solicitation. This means that Enterprise Services will review each bid to determine whether the bid is complete – i.e., does the bid include each of the required bid submittals, are the submittals complete, signed, legible. Enterprise Services reserves the right – in its sole discretion – to determine whether a bid is responsive. Responsive bids will be evaluated as set forth herein.
- 4.3. **MANDATORY REQUIREMENTS EVALUATION (STEP 2).** Each requirement is designated as Mandatory (M), Mandatory Scored (MS), Non-Mandatory (NM), or Non-Mandatory Scored (NMS). Mandatory and Mandatory Scored requirements are non-negotiable. Enterprise Services will evaluate each bid – on a pass/fail basis - to ensure that the bidder agrees to all Mandatory and Mandatory Scored requirements set forth in Exhibit B1 and Exhibit B2 as applicable. Enterprise Services reserves the right to request additional information or perform tests and measurements before selecting the Apparent Successful Bidder (“ASB”). A bidder’s failure to provide requested information to Enterprise Services within ten (10) business days may result in disqualification. **Only bids that are deemed responsive and meet the Mandatory Requirements will move forward in the evaluation process.**
- 4.4. **CARD ACCEPTANCE EVALUATION (STEP 3).** Bidders will be awarded points based on the number of card acceptance locations as detailed in Exhibits B1 and B2. For Category 1, the bidder with the highest number of United States locations will receive sixty (60) points and the remaining bidders will receive proportionately fewer points. The bidder with the highest number of International locations will receive ten (10) points and the remaining bidders will receive proportionately fewer points. For Category 2, the bidder with the highest number of United States locations will receive one hundred-fifty (150) points and the remaining bidders will receive proportionately fewer

points. The bidder with the highest number of accepting locations in Canada & Mexico will receive twenty (20) points and the remaining bidders will receive proportionately fewer points. Point distributions will be determined using the following formulas:

% of points earned = bid number of locations/highest number of locations

points awarded = % of points earned x total points available

The following is an example of how this process will work.

Bidder A: 100 U.S. Accepting Locations

Bidder B: 75 U.S. Accepting Locations

Bidder A would receive all sixty (60) points available.

Bidder B would receive forty (45) points.

% of points earned = 75/100 or .75

points awarded = .75 *60

4.5. **WASHINGTON PROCUREMENT PRIORITIES EVALUATION (STEP 4).** Enterprise Services will review Exhibit A1 – Bidder Certification and assign points (all or none) based on the Bidder’s response. The three (3) priorities and points available:

- Executive Order 18-03: 10 points
- Veteran Owned Business: 10 points
- Small Business: 10 points

4.6. **BIDDER NARRATIVE (SCORED REQUIREMENTS) EVALUATION (STEP 5).** For each Mandatory Scored (MS) requirement within a bid category, bidder must provide a thorough narrative response, no longer than three (3) pages, describing the ability to meet the MS requirement. Failing to provide a narrative for any MS requirement may result in disqualification. If bidder can provide/meet any of the Non-Mandatory Scored (NMS) requirements, bidders are encouraged to provide a thorough narrative response, no longer than three (3) pages, describing the ability to meet the desired requirement. **Do not include marketing material as part of your narrative.**

Each scored requirement will have a maximum number of points available. The evaluation team will rate the individual response according to the rubric below and assign a whole number rating. Evaluator ratings will be averaged together and a percentage (average rating/5) will be multiplied by the maximum number of points available.

Quality of Response	Scoring Guidelines	Evaluator’s Rating
Unacceptable	Response fails to meet the requirement, answer the question, or address the topic at hand. Provided narrative has multiple, significant weaknesses.	0

Quality of Response	Scoring Guidelines	Evaluator's Rating
Marginal	Response partially meets the requirement, partially answers the question, or minimally addresses the topic at hand. Provided narrative has some clear strengths that are clearly outweighed by weaknesses.	1
Moderate	Response addresses most of the requirement with minimal strengths that clearly outweigh weaknesses.	2
Good	Response fully meets the requirement, contains clear strengths and/or only has minor weaknesses.	3
Excellent	Response exceeds the requirement and exhibits a strong and unique approach with multiple strengths.	4
Outstanding	Response vastly exceeds the requirement and exhibits a very strong and unique approach with multiple strengths.	5

Only bids determined to be within the competitive range will move forward in the evaluation process.

- 4.7. **LIVE DEMONSTRATIONS (STEP 6).** Bidders determined to be within the competitive range will be required to complete a live demonstration. Bidders will be provided with the demonstration scenarios, location and schedule information approximately two (2) weeks prior to the actual day of the live demonstration. Bidders will have a maximum of two (2) hours to complete the live demonstration with an additional thirty (30) minutes for questions from the evaluation team. If bidding both categories, the bidder will be scheduled for two (2) separate demonstration times. Bidders will be required to supply the necessary computer hardware (Enterprise Services will provide connection to the internet, a projector, screen, etc.) to complete the demonstration. Live Demonstrations will be evaluated on ease of system use, customizability, flexibility and adherence to demonstration scenarios.
- 4.8. **REBATE/INCENTIVE SHARE COMPONENTS (STEP 7).** Bidders must submit a Rebate/Incentive share component for each category bid as specified in Exhibits B1 and B2, respectively. Enterprise Services will evaluate the bid Rebate/Incentive Share Components – to identify the highest rebate– by reviewing and comparing the submitted Rebate/Incentive Share rates. The bidder with the highest incentive share/rebate offered for each rebate type will receive all available points for the rebate type and the remaining bidders will receive proportionately fewer points.

Category 1 – Purchasing Card	
Rebate/Incentive Share Type	Points Available
Standard Volume	250
Non-Standard Volume	350
Prompt Payment	100
National Annual Volume	100

Category 2 – Fleet Card	
Rebate/Incentive Share Type	Points Available
Standard Volume	600
Prompt Payment	100
National Annual Volume	100

Bidder charging the highest foreign transaction fee will be assessed a ten (10) point deduction. Other bidders, charging lower foreign transaction fees, will be assessed proportionately smaller point deductions.

Bidder charging the highest overnight delivery fee will be assessed a ten (10) point deduction. Other bidders, charging lower overnight delivery fees, will be assessed proportionately smaller point deductions.

Scores for Rebate/Incentive share will be determined by adding together the total points earned for each rebate/incentive share type and subtracting any point deductions assessed based on fees charged.

4.9. **RESPONSIBILITY ANALYSIS (STEP 8).** For responsive bids, Enterprise Services will make reasonable inquiry to determine the responsibility of any bidder. Determination of responsibility will be made on a pass/fail basis. In determining responsibility, Enterprise Services will consider the following:

- The ability, capacity, and skill of the bidder to perform the contract or provide the service required
- The character, integrity, reputation, judgment, experience, and efficiency of the bidder;
- Whether the bidder can perform the contract within the time specified;
- The quality of performance of previous contracts or services;
- The previous and existing compliance by the bidder with laws relating to the contract or services;
- Whether, within the three-year period immediately preceding the date of the Competitive Solicitation, the bidder has been determined by a final and binding citation and notice of assessment issued by the Washington State Department of Labor and Industries or through a civil judgment entered by a

court of limited or general jurisdiction to have willfully violated, as defined in RCW 49.48.082, any provision of chapter 49.46, 49.48, or 49.52 RCW; and

- Such other information as may be secured having a bearing on the decision to award the Master Agreement.

In addition, Enterprise Services may consider the following:

- Financial Information: Enterprise Services may request financial statements, credit ratings, references, record of past performance, clarification of bidder's offer, on-site inspection of bidder's or subcontractor's facilities, or other information as necessary. Failure to respond to these requests may result in a bid being rejected as non-responsive.
- References: Enterprise Services reserves the right to use references to confirm satisfactory customer service, performance, satisfaction with service/product, knowledge of products/service/industry and timeliness. Any negative or unsatisfactory reference can be reason for rejecting a bidder as non-responsible.

4.10. **CONTRACT NEGOTIATIONS (STEP 9).** Enterprise Services may negotiate with the highest scored responsive, responsible bidder ("Top Bidder") for each category to finalize the Master Agreement and to determine if the bid may be improved. If, after a reasonable period of time, Enterprise Services, in its judgement, cannot reach agreement on acceptable Master Agreement terms with the Top Bidder, Enterprise Services may suspend negotiations and undertake negotiations with the next highest scored, responsive, responsible bidder as determined by the evaluations.

4.11. **ANNOUNCEMENT OF APPARENT SUCCESSFUL BIDDER.** Enterprise Services will determine the Apparent Successful Bidder ("ASB") for each category. The ASB will be the responsive and responsible bidder(s) that best meet(s) the Competitive Solicitation requirements and presents the best total value (highest score), including price, as calculated consistent with the instructions set forth in [Exhibit C1 – Purchase Card Rebate/Incentive Share](#) and [Exhibit C2 – Fleet Card Rebate/Incentive Share](#), and other factors as set forth in this Competitive Solicitation including any applicable state procurement priority or preference.

- Designation as an ASB does not imply that Enterprise Services will issue an award for a Master Agreement to your firm. Rather, this designation allows Enterprise Services to perform further analysis and ask for additional documentation. The bidder must not construe this as an award, impending award, attempt to negotiate, etc. If a bidder acts or fails to act as a result of this notification, it does so at its own risk and expense.
- Upon announcement of the ASB, bidders may request a debrief conference as specified in [Exhibit F – Complaint, Debrief & Protest Requirements](#).

4.12. **AWARD OF MASTER AGREEMENTS.** Subject to protests, if any, Enterprise Services and the ASB for each category will enter into a Master Agreement as set forth in [Exhibit E – Master Agreement](#). An award, in part or full, is made and a Master Agreement formed by signature of Enterprise Services and awarded bidder on the Master Agreement. Enterprise Services reserves the right to award on an all-or-nothing consolidated basis. Following the award of the Master Agreements,

all bidders registered in WEBS will receive a Notice of Award delivered to the bidder's email address provided in the bidder's profile in WEBS.

- 4.13. **BID INFORMATION AVAILABILITY.** Upon Enterprise Services' announcement of ASB, all bid submissions and all bid evaluations are subject to public disclosure pursuant to Washington's Public Records Act. See RCW 39.26.030(2). Upon Enterprise Services' announcement of ASB, Enterprise Services will post all bid evaluations to Enterprise Services' website.
- 4.14. **ADDITIONAL AWARDS.** Enterprise Services reserves the right, during the resulting Master Agreement term, to make additional Master Agreement awards to responsive, responsible bidders who provided a bid but who are not awarded a Master Agreement. Such awards would be on the same or substantially similar terms and conditions and would be designed to address a Contractor vacancy (e.g., a contractor is terminated or goes out of business), respond to Participating State needs, or be in the best interest of the State of Washington and Participating States.

REQUIRED BID SUBMITTALS

As part of a responsive, responsible bid, bidders must complete and return to Enterprise Services each of the exhibits set forth below:

EXHIBIT A1 – BIDDER’S CERTIFICATION

Bidder must complete and submit one signed hard copy and one electronic copy of Exhibit A1 – Bidder’s Certification. Electronic copy must be titled: **00719_A1_CompanyName** (if bidding Category 1 – Purchase Card Services) or **00819_A1_CompanyName** (if bidding Category 2 – Fleet Card Services) as a machine-readable PDF. See Section 3.7 and 3.8 for submission requirements.



99999_A1.docx

EXHIBIT A2 – BIDDER’S PROFILE

Bidder must complete and submit one hard copy and one electronic of Exhibit A2 – Bidder’s Profile. Electronic copy should be titled: **00719_A2_CompanyName** (if bidding Category 1 – Purchase Card Services) or **00819_A2_CompanyName** (if bidding Category 2 – Fleet Card Services) as a machine-readable PDF. See Section 3.7 and 3.8 for submission requirements.



99999_A2.docx

EXHIBIT B1 – PURCHASE CARD SERVICE REQUIREMENTS

If bidding Category 1 – Purchase Card Services, Bidder must complete and submit one hard copy and one electronic copy of Exhibit B1 – Purchase Card Service Requirements. Electronic copy should be titled: **00719_B1_CompanyName** as a Microsoft Word or machine-readable PDF following the instructions at the top of the form. See Section 3.7 and 3.8 for submission requirements.



99999_B1.docx

EXHIBIT B2 – FLEET CARD SERVICE REQUIREMENTS

If bidding Category 2 – Fleet Card Services, Bidder must complete and submit one hard copy and one electronic copy of Exhibit B2 – Fleet Card Service Requirements. Electronic copy should be titled: **00819_B2_CompanyName** as a Microsoft Word or machine-readable PDF following the instructions at the top of the form. See Section 3.7 and 3.8 for submission requirements.



99999_B2.docx

EXHIBIT C1 – PURCHASE CARD REBATE/INCENTIVE SHARE

If bidding Category 1 – Purchase Card Services, Bidder must complete and submit one hard copy and one electronic copy of Exhibit C1 – Purchase Card Rebate/Incentive Share. Electronic copy should be titled: **00719_C1_CompanyName** as a Microsoft Word or machine-readable PDF following the instructions at the top of the form. See Section 3.7 and 3.8 for submission requirements.



99999_C1.docx

EXHIBIT C2 – FLEET CARD REBATE/INCENTIVE SHARE

If bidding Category 2 – Fleet Card Services, Bidder must complete and submit one hard copy and one electronic copy of Exhibit C2 – Fleet Card Rebate/Incentive Share. Electronic copy should be titled: **00819_C2_CompanyName** as a Microsoft Word or machine-readable PDF following the instructions at the top of the form. See Section 3.7 and 3.8 for submission requirements.



99999_C2.docx

EXHIBIT D1 – PARTICIPATING ADDENDUM – STATE OF WASHINGTON



ParticipatingAddendum_WA.docx

EXHIBIT D2 – PARTICIPATING ADDENDUM - SAMPLE



ParticipatingAddendum_SAMPLE.docx

EXHIBIT D3 – STATE OF OREGON SPECIFIC TERMS AND CONDITIONS



Oregon Ts & Cs.pdf



Oregon Security Inserts.pdf

EXHIBIT D4 – STATE OF MONTANA SPECIFIC TERMS AND CONDITIONS



Montana Ts Cs.pdf

EXHIBIT D5 – STATE OF COLORADO SPECIFIC TERMS AND CONDITIONS



Colorado Ts & Cs.pdf

EXHIBIT D6 – STATE OF CALIFORNIA SPECIFIC TERMS AND CONDITIONS



CA_T&C.pdf

EXHIBIT D7 – STATE OF ILLINOIS SPECIFIC TERMS AND CONDITIONS



Illinois Ts & Cs.pdf

EXHIBIT E – MASTER AGREEMENT

This exhibit is a draft of the Master Agreement that the successful bidder(s) will execute with Enterprise Services.



Sample_MA.docx

EXHIBIT E1 – MASTER AGREEMENT ISSUES LIST

Instructions. Issues, concerns, exceptions, or objections to any of the terms or conditions contained in *Exhibit E – Master Agreement* must be documented by bidders in the Master Agreement Issues List provided below. The *Master Agreement Issues List* frames discussions between Enterprise Services and bidders regarding the terms and conditions contained in the Master Agreement. In completing the *Master Agreement Issues List*, bidders must describe, in business terms, a concern, exception, or objection and then propose a compromise that is reasonable in light of the commitment being sought by Enterprise Services. The *Master Agreement Issues List* must provide the reason or rationale supporting the issue.

- **Redlined Documents Will Not Be Reviewed.** Do not provide a redlined Master Agreement or Sample Participating Addendums, paragraph or clauses. Redlined text may result in Enterprise Services making potentially inaccurate assumptions about what bidders’ specific issues or concerns might be. Washington State will not negotiate Participating Addendums prior to award of the Master Agreement. Once the Master Agreement is awarded, each State is responsible for negotiating and finalizing their individual Participating Addendum.
- **Standard Bidder Contract Will Not Be Reviewed.** Do not provide a copy of a bidder's or a third party’s standard contract or proposed language in the bid.
- **No Substantial Changes.** Bidders are reminded that this is a competitive solicitation for a public contract and that Enterprise Services cannot accept a proposal or enter into a Master Agreement that substantially changes the material terms and specifications published in this Competitive Solicitation. Bids that are contingent upon Enterprise Services making substantial changes to material terms and specifications published in the Competitive Solicitation may be determined to be non-responsible. Enterprise Services will consider the number and nature of the items on the bidders’ *Master Agreement Issues List* in determining the likelihood of completing a Master Agreement with a bidder.

MASTER AGREEMENT ISSUES LIST			
ITEM	SPECIFY THE MASTER AGREEMENT SECTION #	ISSUE	BIDDER’S PROPOSED SOLUTION/RATIONALE
1.			
2.			
3.			

EXHIBIT F – COMPLAINT, DEBRIEF, & PROTEST REQUIREMENTS

This exhibit details the applicable requirements for complaints, debriefs, and protests.

Complaints

This Competitive Solicitation offers a complaint period for bidders wishing to voice objections to this solicitation. The complaint period ends five (5) business days before the bid due date. The complaint period is an opportunity to voice objections, raise concerns, or suggest changes that were not addressed during the Question & Answer Period or, if applicable, at the Pre-Bid Conference. Failure by the bidder to raise a complaint at this stage may waive its right for later consideration. Enterprise Services will consider all complaints but is not required to adopt a complaint, in part or in full. If bidder complaints result in changes to the Competitive Solicitation, written amendments will be issued and posted on WEBS.

- *Criteria for Complaint:* A formal complaint may be based only on one or more of the following grounds: (a) The solicitation unnecessarily restricts competition; (b) The solicitation evaluation or scoring process is unfair or flawed; or (c) The solicitation requirements are inadequate or insufficient to prepare a response.
- *Initiating A Complaint:* A complaint must: (a) Be submitted to and received by the Procurement Coordinator no less than five (5) business days prior to the deadline for bid submittal; and (b) Be in writing (see *Form and Substance, and Other* below). A complaint should clearly articulate the basis of the complaint and include a proposed remedy.
- *Response:* When a complaint is received, the Procurement Coordinator (or designee) will consider all the facts available and respond in writing prior to the deadline for bid submittals, unless more time is needed. Enterprise Services is required to promptly post the response to a complaint on WEBS.
- *Response is Final:* The Procurement Coordinator's response to the complaint is final and not subject to administrative appeal. Issues raised in a complaint may not be raised again during the protest period. Furthermore, any issue, exception, addition, or omission not brought to the attention of the Procurement Coordinator prior to bid submittal may be deemed waived for protest purposes.

Debrief Conferences

A Debrief Conference is an opportunity for a bidder and the Procurement Coordinator to meet and discuss the bidder's bid. A debrief is a required prerequisite for a bidder wishing to file a protest. Following the evaluation of the bids, Enterprise Services will issue an announcement of the ASB. That announcement may be made by any means, but Enterprise Services likely will use email to the bidder's email address provided in the Bidder's Profile. Bidders will have three (3) business days to request a Debrief Conference. Once a Debrief Conference is requested, Enterprise Services will offer the requesting bidder one meeting opportunity and notify the bidder of the Debrief Conference place, date, and time. Please note, because the debrief process must occur before making an award, Enterprise Services likely will schedule the Debrief Conference shortly after the announcement of the ASB and the bidder's request for a Debrief Conference. Enterprise Services will not allow the debrief process to delay the award. Therefore, bidders should plan for contingencies and alternate representatives; bidders who are unwilling or unable to attend the Debrief Conference will lose the opportunity to protest.

- *Timing:* A Debrief Conference may be requested by a bidder following announcement of the Apparent Successful Bidder.
- *Purpose of Debrief Conference:* Any bidder who has submitted a timely bid response may request a Debrief Conference (see *Form and Substance, & Other* below). A Debrief Conference provides an opportunity for the bidder to meet with Enterprise Services to discuss its bid and evaluation.
- *Requesting a Debrief Conference:* The request for a Debrief Conference must be made in writing via email to the Procurement Coordinator and received within three (3) business days after the announcement of the Apparent Successful Bidder. Debrief conferences may be conducted either in person at the Enterprise Services offices in Olympia, Washington, or by telephone, as determined by Enterprise Services, and may be limited by Enterprise Services to a specified period of time. The failure of a bidder to request a debrief within the specified time and attend a debrief conference constitutes a waiver of the right to submit a protest. Any issue, exception, addition, or omission not brought to the attention of the procurement coordinator before or during the debrief conference may be deemed waived for protest purposes.

Protests

Following a Debrief Conference, a bidder may protest the award of the Master Agreement.

- *Criteria for a Protest:* A protest may be based only on one or more of the following: (a) Bias, discrimination, or conflict of interest on the part of an evaluator; (b) Error in computing evaluation scores; or (c) Non-compliance with any procedures described in the Competitive Solicitation.
- *Initiating a Protest:* Any bidder may protest an award to the ASB. A protest must: (a) Be submitted to and received by the Procurement Coordinator, within five (5) business days after the protesting bidder's Debriefing Conference (see *Form and Substance, and Other* below); (b) Be in writing; (c) Include a specific and complete statement of facts forming the basis of the protest; and (d) Include a description of the relief or corrective action requested.
- *Protest Response:* After reviewing the protest and available facts, Enterprise Services will issue a written response within ten (10) business days from receipt of the protest, unless additional time is needed.
- *Decision is Final:* The protest decision is final and not subject to administrative appeal. If the protesting bidder does not accept Enterprise Services' protest response, the bidder may seek relief in Thurston County Superior Court.

Communication During Complaints, Debriefs, and Protests

All communications about this Competitive Solicitation, including complaints, debriefs, and protests, must be addressed to the Procurement Coordinator unless otherwise directed.

- *Form, Substance, & Other:* All complaints, requests for debrief, and protests must (a) Be in writing; (b) Be signed by the complaining or protesting bidder or an authorized agent, unless sent by email; (c) Be delivered within the time frame(s) outlined herein; (d) Identify the solicitation number; (e) Conspicuously state

“Complaint,” “Debrief” or “Protest” in any subject line of any correspondence or email, and (f) Be sent to the address identified in the table below.

- *Complaints & Protests:* All complaints and protests must (a) State all facts and arguments on which the complaining or protesting bidder is relying as the basis for its action; and (b) Include any relevant documentation or other supporting evidence.

How to contact Enterprise Services

Complaint

Email

To the Procurement Coordinator listed in this Competitive Solicitation.
Subject line must include “Complaint”

Mail

Roni Field
Contracts & Procurement
Department of Enterprise Services,
P. O. Box 41411
Olympia, WA 98504-1411

Debrief Conference

Email

To the Procurement Coordinator listed in this Competitive Solicitation.
Subject line must include “Debrief”

Protest

Email

To the procurement coordinator listed in this Competitive Solicitation.
Subject line must include “Protest”

Mail

Roni Field
Contracts & Procurement
Department of Enterprise Services
P. O. Box 41411
Olympia, WA 98504-1411

EXHIBIT G – DOING BUSINESS WITH THE STATE OF WASHINGTON

This exhibit provides information regarding how to contract with and do business with the State of Washington.

Washington's Public Records Act – Public Records Disclosure Requests

All documents (written and electronic) submitted to Enterprise Services as part of this procurement are public records. Unless statutorily exempt from disclosure, such records are subject to disclosure *if* requested. See RCW chapter 42.56, Public Records Act.

Enterprise Services strongly discourages bidders from unnecessarily submitting sensitive information (e.g., information that you might categorize as 'confidential,' 'proprietary,' 'sensitive,' 'trade secret,' etc.).

- If, in your judgment, there is an applicable statutory exemption from disclosure for certain portions of your bid, please mark the precise portion(s) of the relevant page(s) of your bid that you believe are statutorily exempt from disclosure and identify the precise statutory basis for exemption from disclosure.
- In addition, if, in your judgment, certain portions of your bid are not statutorily exempt from disclosure but are sensitive because these particular portions of your bid (NOT including pricing) include highly confidential, proprietary, or trade secret information (or the equivalent) that your firm protects through the regular use of confidentiality or similar agreements and routine enforcements through court enforcement actions, please mark the precise portion(s) of the relevant page(s) of your bid that include such sensitive information.

In the event that Enterprise Services receives a public records disclosure request pertaining to information that you have submitted and marked either as (a) statutorily exempt from disclosure; or (b) sensitive, Enterprise Services, prior to disclosure, will do the following:

- Enterprise Services' Public Records Officer will review any records marked as statutorily exempt from disclosure. In those situations, where the designation comports with the stated statutory exemption from disclosure, Enterprise Services will redact or withhold the document(s) as appropriate.
- For documents marked 'sensitive' or for documents where Enterprise Services either determines that no statutory exemption to disclosure applies or is unable to determine whether the stated statutory exemption to disclosure properly applies, Enterprise Services will notify the bidder at the address provided in the bid submittal of the public records disclosure request and identify the date that Enterprise Services intends to release the document(s) (including documents marked 'sensitive' or exempt from disclosure) to the requester unless the bidder, at bidder's sole expense, timely obtains a court order enjoining Enterprise Services from such disclosure. In the event Bidder fails to timely file a motion for a court order enjoining such disclosure, Enterprise Services will release the requested document(s) on the date specified. Bidder's failure to properly identify exempted or sensitive information or timely respond after notice of request for public disclosure has been given shall be deemed a waiver by Bidder of any claim that such materials are exempt or protected from disclosure.

Economic Goals

In support of the state's economic goals, bidders are encouraged to consider the following in responding to this Competitive Solicitation:

- Support for a diverse supplier pool, including, veteran-owned, minority-owned and women-owned business enterprises. Results Washington has established the following voluntary numerical goals for this Competitive Solicitation:
 - Ten (10) percent minority-owned businesses (MBE);
 - Six (6) percent women-owned businesses (WBE);
 - Five (5) percent veteran-owned businesses (VB).

Achievement of these goals is encouraged whether directly or through subcontractors. Bidders may contact the [Office of Minority and Women's Business Enterprises](#) for information on certified firms or to become certified.

- Veterans and U.S. active duty, reserve or National Guard service-members are eligible for the registry. The veteran or service-member must control and own at least fifty-one (51) percent of the business and the business must be legally operating in the State of Washington. Control means the authority or ability to direct, regulate or influence day-to-day operations.

PCBs

Polychlorinated biphenyls, commonly known as PCBs, have adverse effects on human health and the environment. Accordingly, the state of Washington through its procurements of goods is trying to minimize the purchase of products with PCBs and to incentivize vendors to sell products and products in packaging without them.

Resources

- Register for competitive solicitation notices at the Washington Electronic Business Solution (WEBS) www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx. Note: There is no cost to register on WEBS.
- If you qualify as a Washington small business, identify yourself in WEBS. Call WEBS Customer Service at 360-902-7400.
- Contact the Washington State Office of Minority and Women's Business Enterprises about state and federal certification programs at Phone 866-208-1064 or www.omwbe.wa.gov.
- Contact the Washington State Department of Veterans' Affairs about veteran-owned businesses certification at (360) 725-2169 or www.dva.wa.gov.
- Contact Enterprise Services about small and diverse business inclusion.

EXHIBIT H – DEFINITIONS

This exhibit provides definitions of terms used throughout this Competitive Solicitation document and exhibits.

Account Coordinator: Employee of the Contractor assigned to a Participating State or Purchasing Entity to provide day-to-day assistance with regard to program card maintenance.

ASC X12: Official designation of the U.S. national standards body for the development and maintenance of Electronic Data Interchange (EDI) standards. Also known as ANSI ASC X12.

Associations: Group of card-issuing banks or organizations that set common transaction terms for merchants, issuers, and acquirers. Some major associations are Visa, MasterCard American Express and Discover.

Authorized User/User: Representative of Purchasing Entity that leverages a Commercial Card, manages Commercial Cards, and/or accesses the online system

Automated Clearing House (ACH): Central distribution point for transferring funds electronically for participating depository financial institutions. Transactions are accumulated and sorted by destination for transmission during a predetermined period. It includes small dollar payments in large transaction volume.

Basis Points: Unit of measure for incentive share/rebate rates. One basis point is equal to 1/100th of 1% or 0.01% or 0.0001.

Bidder: Any entity submitting a bid or response to the solicitation

Billing Cycle: A specific recurring time period between the time statements of account/invoices are processed.

Card Issuer: Financial institution issuing a Commercial Card or account. Also referred to as a card issuer, card provider or bank.

Card User Agreement: Agreement between the Purchasing Entity and awarded Contractor verifying credit availability, account information, and agreeing to the terms and conditions of the Master Agreement and Participating Addendum.

Cardholder: An employee, contractor, or representative of a Purchasing Entity to whom a Commercial Card is issued for making designated business purchases/payments on behalf of his or her organization.

Card-less Accounts/Ghost Cards: Accounts that have no plastic card issued, only an account number to which the acquisition of goods and services are charged.

Centrally Billed Account: Card accounts are billed to the Purchasing Entity or program within a Purchasing Entity. CBA accounts are paid directly by the Purchasing Entity.

Commercial Card: Generic term for any card product used by organizations for making payments for various goods, services and business expenses.

Contractor: The entity/entities awarded a Master Agreement and/or Participating Addendum(s) as a result of the evaluation of the bids received in response to a solicitation.

Corporate Liability: Purchasing Entity is liable for all card transactions and fees.

Declined Transaction: Transaction where authorization has been refused by the card issuer's transaction authorization system.

Duplicate Transaction: a transaction that has been processed twice for the same purchase.

Department: Functional business unit of an organization such as purchasing, accounting, human resources, etc.

Department Card: Card issued to a department rather than a specific cardholder.

Declining Balance/Managed Spend Card: Specialized Purchase Card with a pre-set spend limit and expiration date that is typically non-replenishing. Also referred to as a Controlled Value Card.

Electronic Payables: A form of electronic payment, utilizing the card infrastructure, managed centrally within an organization, typically by accounts payable. Also known as electronic accounts payable (EAP), automated payables, e-payables, Virtual Payment Cards, push payments, straight through payments (STP), buyer-initiated payments (BIP), supplier/vendor card, single-use accounts and electronic invoice presentment and payment (EIPP). Each provider has a proprietary name for its solution; functionality and processes vary for each.

Eligible Purchaser: A Purchasing Entity authorized pursuant to the execution of a Participating Addendum.

Emergency Card: A type of Commercial Card that is always open, active and ready for use. Usually equipped with high or no credit limits and are used in emergency response situations.

Entity Program Administrator(s): A common role responsible for various administrative tasks (i.e., ongoing operations) in a typical Commercial Card program, including card issuance, account maintenance, card cancellation and reporting.

File Turn: Speed of payment by a Purchasing Entity the Contractor; also considered and average collection period. Sometimes referred to as days receivables outstanding or client-held days.

Fleet Card: Specialized Commercial Card used to capture fleet-related expenses and vehicle data (e.g., fuel, vehicle maintenance, repair, and service).

Foreign Transaction Fee: A charge applied to purchase made in foreign countries (outside the United States). Purchases made online from your home country where the vendor is foreign and processes the transaction in its local currency.

Fraud: Unauthorized use of a card, resulting in an acquisition whereby the Purchasing Entity does not benefit.

Implementation: Process of putting all card program functions and activities into place.

Individual Liability: Cardholder is liable for all card transactions and fees.

Individually Billed Accounts (IBA): Card account is billed directly to the cardholder. IBA accounts are typically paid directly by the Cardholder.

Interchange Rate: A rate, set by the Network (i.e., Visa, MasterCard, Discover, American Express), collected by the card issuer to cover the cost of processing the transaction.

Joint & Several Liability: Cardholder is liable for all transactions initiated on the card account and the Purchasing Entity is liable for all transactions and fees on such accounts that are closed for any reason or are ninety-one (91) days past due.

Lead State: State responsible for soliciting for and managing the awarded Master Agreement

Level 1 Data: Standard commercial transaction data that includes the total purchase amount, the date of purchase, the merchant category code, merchant's name, city/state, debit/credit indicator, date transaction/credit was processed by the Contractor, Contractor processing/transaction reference number for each transaction/credit, and other data elements as defined by the Associations or similar entity.

Level 2 Data: In addition to Level 1 data, includes sales tax amount, company information, and other data elements as defined by the Associations or similar entity.

Level 3 Data: In addition to the Level 2 data includes cost, quantiles, unit of measure, product codes, product descriptions, and ship to/from zip codes, freight amount, duty amount, order date, discount amount, order number and other data elements as defined by the Associations or similar entity.

Master Agreement: Underlying agreement executed by and between the Lead State and the Contractor, as now or hereafter amended. May also be referred to as contract or Master Contract.

Master Agreement Administrator: Employee of the Lead State responsible for soliciting for and managing the awarded Master Agreement

Master Agreement Authorized Representative: Employee of the Bidder authorized to sign bid submittal documents, provide bid clarification responses, and function as the primary point of contact during the solicitation and evaluation.

Merchant Category Codes (MCC): A system of four-digit codes, maintained by networks, used to identify a merchant's principle trade, profession or line of business; a MCC is assigned to a merchant by the merchant or merchant acquirer.

National Annual Volume: Total annual volume spend by all Participating States/Purchasing Entities for all card products in a calendar year.

National Annual Volume Incentive: Rebate or Incentive Share earned by a Participating States based on their National Annual Volume.

Network: Entity that facilitates the movement of transactional data between the issuer and acquirer and sets merchant rules for card acceptance. Organizations in this role include Visa, MasterCard and American Express.

Non-Standard Volume: Transactions that are processed using Reduced Interchange Rate as determined through an agreement between the merchant and the Association.

One Card/Integrated Card: A type of hybrid card in which a single card is issued to an employee for more than one category of expenses (e.g., goods/services and travel expenses), eliminating the need to carry two separate cards.

Participating Addendum: An agreement signed by the Contractor and a Participating State that incorporates the Master Agreement and any other additional Participating State specific terms and conditions.

Participating Addendum Administrator: Employee of the Participating State responsible for the management and administration of the Participating Addendum.

Participating Addendum Authorized Representative: Employee of the Participating State authorized to sign the Participating Addendum.

Participating State: Any State, territory or entity (authorized by a state’s chief procurement officer) that chooses to execute a Participating Addendum under the awarded Master Agreement. May also be referred to as Participating Entity.

Participating State Annual Volume: Total annual volume spent by a Participating States for all card products in a calendar year.

Product Code (PC): A unique identifier, assigned to product types (e.g. maintenance, tires, etc.) within a Fleet management system.

Program Administrator(s): Refers to both Entity and Statewide Program Administrators.

Prompt Payment Incentive: Rebate or Incentive earned by a Purchasing Entity based on their average speed of pay/file turn days.

Purchase Card (P-Card): Charge card (payment method) used for business purchases of goods and services.

Purchasing Entity: Any eligible organization executing a Card User Agreement as allowed by a Participating Addendum under the Master Agreement.

Quarter: Three (3) month period based on the yearly calendar as follows:

- Quarter 1(Q1) – January, February & March
- Quarter 2 (Q2) – April, May & June
- Quarter 3 (Q3), July, August, September
- Quarter 4(Q4) – October, November & December.

Quarterly Non-Standard Volume: Total Non-Standard Volume sales for a Quarter.

Quarterly Non-Standard Volume Incentive: Rebate or Incentive Share earned by a Purchasing Entity based on their Non-Standard Volume sales for a Quarter.

Quarterly Standard Volume: Quarterly Total Volume less any Non-Standard Volume sales for a Quarter.

Quarterly Standard Volume Incentive: Rebate or Incentive Share earned by a Purchasing Entity based on their Quarterly Standard Volume.

Quarterly Total Volume: Total quarterly volume spend by all Purchasing Entities for all card liability products in a Quarter.

Relationship Manager: Employee of the Contractor assigned to a Participating State or Purchasing Entity to provide day-to-day assistance with regard to program card maintenance.

Reduced Interchange Rate: A lower rate negotiated between the merchant and the Network to allow for Commercial Card transactions to be processed at a lower interchange rate.

Standard Volume: All transactions, less Non-Standard Volume, fees, cash advances, convenience checks, Fraud, chargebacks and net of Write-Off Adjustments.

Statement/Invoice: Document reflecting account details for the billing period including debits, credits, transaction detail and balance due.

Statewide Program Administrator: Employee of the Participating State who administers the State’s Purchase Card and or Fleet Card Program(s)

Transaction: Exchange between cardholder and merchant, payment for goods and/or services.

Travel Card: Card used by organizations and their employees for travel expenses. Also referred to as a Corporate Card.

Virtual Cards/Single Use Card: One time use account numbers.

Write-Off: A cancelled account with an unpaid balance determined to be uncollectible by the Contractor. At the Contractor's discretion, collection action may continue on these accounts.

EXHIBIT I– 2018 PROGRAM DETAILS

The tables below reflect the program size for each state leveraging the current NASPO ValuePoint Commercial Card Services Contract (WA State Master Agreement #00612) for the 2018 calendar year.

High Level Program View						
State	Purchase Card Volume	Travel Card	Central Travel Accounts	One Card	Electronic payables	Total Cat 1 Volume
AK			\$ 12,999,890	\$ 49,739,224		\$ 62,739,114
AR	\$ 72,780,914	\$ 35,798,148	\$ 4,411,377			\$ 112,990,439
AZ	\$ 32,367,291	\$ 3,650,067	\$ 5,734,151	\$ 119,538		\$ 41,871,047
CA	\$ 878,959,046				\$ 2,123,201	\$ 881,082,247
CO						
MN	\$ 116,235,963			\$ 94,714,578		\$ 210,950,541
MT				\$ 94,837,366	\$ 6,929,224	\$ 101,766,590
OR	\$ 189,347,570	\$ 2,198,251	\$ 19,783,627	\$ 21,923,991		\$ 233,253,439
UT	\$ 191,559,864			\$ 30,052,662	\$ 18,906,503	\$ 240,519,029
WA	\$ 476,159,814	\$ 14,582,346	\$ 1,951,710	\$ 70,685,282	\$ 3,756,495	\$ 567,135,647
WI	\$ 258,070,767	\$ 12,570,748	\$ 685,900	\$ 175,296,773	\$ 34,309,877	\$ 480,934,065
Totals	\$2,215,481,229	\$68,799,560	\$45,566,655	\$537,369,414	\$66,025,300	

Purchase Card (State Agencies)				
State	Volume	Avg Speed of pay	Avg transaction size	# of cards
AK	<i>Did not participate in 2018.</i>			
AR	\$35,255,179	11d	\$238	40,201
AZ	\$24,619,604	26d	\$236	19,518
CA	\$192,472,684	65d	\$245	4,015
CO	<i>Did not participate in 2018.</i>			
MN	\$25,115,503	10d	\$260	57,944
MT	<i>Did not participate in 2018.</i>			
OR	\$94,261,611	11d	\$320	51,200
UT	\$36,925,042	13d	\$226	33,577
WA	\$183,639,040	15d	\$379	71,393
WI	\$194,090,042	2d	\$288	205,100
Purchase Card (Political Subdivisions)				
State	Volume	Avg Speed of pay	Avg transaction size	# of cards
AK	<i>Did not participate in 2018.</i>			
AR	\$37,525,735	20d	\$212	35,851
AZ	\$7,747,687	31d	\$242	10,798
CA	\$686,486,362	36d	\$618	33,718
CO	<i>Did not participate in 2018.</i>			
MN	\$91,120,460	10d	\$165	86,296
MT	<i>Did not participate in 2018.</i>			
OR	\$95,085,959	10d	\$311	40,076
UT	\$154,634,822	17d	\$22	135,822
WA	\$292,520,774	15d	\$373	155,885
WI	\$63,980,725	10d	\$285	61,305

Travel Card (State Agencies)				
State	Volume	Avg Speed of pay	Avg transaction size	# of cards
AK	<i>Did not participate in 2018.</i>			
AR	\$4,136,959	8d	\$299	11,092
AZ	\$3,650,067	29d	\$158	16,208
CA	<i>Did not participate in 2018.</i>			
CO	<i>Did not participate in 2018.</i>			
MN	<i>Did not participate in 2018.</i>			
MT	<i>Did not participate in 2018.</i>			
OR	<i>Did not participate in 2018.</i>			
UT	<i>Did not participate in 2018.</i>			
WA	\$11,103,227	19d	\$176	20,513
WI	\$12,570,748	9d	\$167	60,479
Travel Card (Political Subdivisions)				
State	Volume	Avg Speed of pay	Avg transaction size	# of cards
AK	<i>Did not participate in 2018.</i>			
AR	\$31,661,189	9d	\$295	29,327
AZ	<i>Did not participate in 2018.</i>			
CA	<i>Did not participate in 2018.</i>			
CO	<i>Did not participate in 2018.</i>			
MN	<i>Did not participate in 2018.</i>			
MT	<i>Did not participate in 2018.</i>			
OR	\$2,198,251	24d	\$224	14,229
UT	<i>Did not participate in 2018.</i>			
WA	\$3,479,119	23d	\$257	5,946
WI	<i>Did not participate in 2018.</i>			

Central Travel Account (Ghost Travel Card) (State Agencies)				
State	Volume	Avg Speed of pay	Avg transaction size	# of cards
AK	\$12,999,890	-4.5d	\$179	5,543
AR	\$3,972,059	11d	\$483	1,993
AZ	\$5,734,151	24d	\$158	3,280
CA	<i>Did not participate in 2018.</i>			
CO	<i>Did not participate in 2018.</i>			
MN	<i>Did not participate in 2018.</i>			
MT	<i>Did not participate in 2018.</i>			
OR	\$4,114,901	27d	\$130	1,370
UT	<i>Did not participate in 2018.</i>			
WA	\$1,552,951	16d	\$176	651
WI	\$685,900	12d	\$513	84
Central Travel Account (Ghost Travel Card) (Political Subdivisions)				
State	Volume	Avg Speed of pay	Avg transaction size	# of cards
AK	<i>Did not participate in 2018.</i>			
AR	\$439,318	18d	\$325	60
AZ	<i>Did not participate in 2018.</i>			
CA	<i>Did not participate in 2018.</i>			
CO	<i>Did not participate in 2018.</i>			
MN	<i>Did not participate in 2018.</i>			
MT	<i>Did not participate in 2018.</i>			
OR	\$15,668,727	22d	\$224	5,075
UT	<i>Did not participate in 2018.</i>			
WA	\$398,759	19d	\$257	60
WI	<i>Did not participate in 2018.</i>			

One Card (State Agencies)				
State	Volume	Avg Speed of pay	Avg transaction size	# of cards
AK	\$49,103,416	-7d	\$179	114,138
AR	<i>Did not participate in 2018.</i>			
AZ	<i>Did not participate in 2018.</i>			
CA	<i>Did not participate in 2018.</i>			
CO	<i>Did not participate in 2018.</i>			
MN	<i>Did not participate in 2018.</i>			
MT	\$94,837,367	1d	\$261	106,138
OR	\$806,743	22d	\$219	920
UT	<i>Did not participate in 2018.</i>			
WA	\$6,985,507	24d	\$273	7,594
WI	\$2,377,512	1d	\$521	637
One Card (Political Subdivisions)				
State	Volume	Avg Speed of pay	Avg transaction size	# of cards
AK	\$635,809	19d	\$392	249
AR	<i>Did not participate in 2018.</i>			
AZ	\$119,538	30d	\$126	169
CA	<i>Did not participate in 2018.</i>			
CO	<i>Did not participate in 2018.</i>			
MN	\$94,714,579	10d	\$903	47,522
MT	<i>Did not participate in 2018.</i>			
OR	\$21,117,249	15d	\$219	23,029
UT	\$30,052,662	16d	\$238	42,963
WA	\$63,699,775	19d	\$276	76,059
WI	\$172,919,261	6d	\$410	96,174

Electronic Payables Accounts (State Agencies)				
State	Volume	Avg Speed of pay	Avg transaction size	# of cards
AK	<i>Did not participate in 2018.</i>			
AR	<i>Did not participate in 2018.</i>			
AZ	<i>Did not participate in 2018.</i>			
CA	<i>Did not participate in 2018.</i>			
CO	<i>Did not participate in 2018.</i>			
MN	<i>Did not participate in 2018.</i>			
MT	\$6,929,225	3d	\$1,511	4,599
OR	<i>Did not participate in 2018.</i>			
UT	<i>Did not participate in 2018.</i>			
WA	<i>Did not participate in 2018.</i>			
WI	\$25,450,776	1d	\$7,193	3,193
Electronic Payables Accounts (Political Subdivisions)				
State	Volume	Avg Speed of pay	Avg transaction size	# of cards
AK	<i>Did not participate in 2018.</i>			
AR	<i>Did not participate in 2018.</i>			
AZ	<i>Did not participate in 2018.</i>			
CA	\$2,123,201	7d	586	131
CO	<i>Did not participate in 2018.</i>			
MN	<i>Did not participate in 2018.</i>			
MT	<i>Did not participate in 2018.</i>			
OR	<i>Did not participate in 2018.</i>			
UT	\$18,906,503	4	\$1,206	2,642
WA	\$3,756,495	13d	\$8,451	1043
WI	\$8,859,101	10d	\$3,248	27,437

Fleet Card (State Agencies)						
State	Volume	Avg Speed of pay (CHD)	Avg transaction size	# of cards	# of active cards	Annual Fraud
AR	<i>Did not participate in 2018.</i>					
AZ	\$18,962,443	25d	\$39	31,497	24,178	\$31,239
CA	\$100,239,486	35d	\$62	101,686	77,339	\$575,107
CO	\$18,909,809	1d	\$54	14,307	10,713	\$41,629
MN	\$23,781,246	10d	\$48	19,748	17,059	0
OR	\$9,818,265	24d	\$44	23,344	14,163	0
WA	\$11,807,154	10d	\$44	18,010	14,491	\$10,169
WI	\$11,802,224	18d	\$38	12,261	9,935	\$986
Fleet Card (Political Subdivisions)						
State	Volume	Avg Speed of pay	Avg transaction size	# of cards	# of active cards	
AR	\$554,097	21d	\$37	1,310	1,157	\$1,404
AZ	<i>Included in State numbers above.</i>					
CA	<i>Included in State numbers above.</i>					
CO	\$1,287,014	11d	\$39	2,305	1,810	0
MN	<i>Included in State numbers above.</i>					
OR	<i>Included in State numbers above.</i>					
WA	\$12,629,576	16d	\$51	15,644	11,295	\$774
WI	<i>Included in State numbers above.</i>					

The table below provides volume details for potential Participating States (listed in Section 1) that are not currently captured in the program volume tables above. The data points provided below have been provided by the potential Participating States and reflecting their 2018 estimated volume spend. Further details on these state's spend are not known.

State	Purchase Card Vol (Agy)	Purchase Card Vol (PoliSub)	Purchase Card Total	Fleet Card Vol (Agy)	Fleet Card Vol (PoliSub)	Fleet Card Total
CO				<i>Included in current program</i>	<i>Included in current program</i>	<i>Included in current program</i>
IL	<i>Not available</i>					
MT	<i>Included in current program</i>	<i>Included in current program</i>	<i>Included in current program</i>	\$ 18,867,919	<i>Included</i>	\$ 18,867,919
SD	\$ 10,000,000	<i>Unknown</i>	\$ 10,000,000	\$2,536,690	<i>Unknown</i>	\$ 2,536,690