

Solicitation 00719 Commercial Card Services Bid Tabulation - Responsiveness (Pass/Fail)

Responsiveness Requirement

(Pass/Fail)

US Bank

Exhibit A1 – Bidder's Certification

Pass

Exhibit A2 – Bidder's Profile

Pass

Exhibit B1 – Purchase Card Service Requirements

Pass

Exhibit C1 – Purchase Card Rebate/Incentive Share

Pass

'Click-Through' or Terms of Use Agreement

Pass

Card User Agreement/Addendums

Pass

PCI DSS Complaint Certification or Proof

Pass

Solicitaiton 00719 Commercial Card Services

Exhibit B-1 Purchase Card Services Requirements

Step One: 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 have meet the Mandatory (M) and Mandatory Scored (MS) Requirements will move forward in the evaluation process.

Step Two: 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. 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. There are 500 total points available for narratives.

1. CARD TYPES.

REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
1.1 (MS) Contractor must, at a minimum offer the card products detailed in the introduction of this Exhibit. Narrative Required: List and define all card products offered within the category of Purchase Cards. Be sure to include the types of liability and billing options (individual or central) available for each card product.	Pass	4.6	

NON-MANDATORY SCORED REQUIREMENTS - None.

NON-MANDATORY SCORED REQUIREMENTS - None.

2. ADMINISTRATION OF ACCOUNTS.

REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
2.1 (M) - System must allow for Program Administrator to setup new accounts online – including ordering and registering cards, establishing User ID and password.	Pass		
2.2 (M) - System must allow for Program Administrator to add, edit, or remove single or multiple Merchant Category Codes (MCC) from multiple card accounts at once.	Pass		
2.3 (M) - System must allow for Program Administrator to initiate one-time overrides per transaction.	Pass		
2.4 (M) - System must allow for Program Administrator to establish roles, access, and authority levels for all user types (i.e. managers, approvers, cardholders) within the Purchasing Entity.	Pass		
2.5 (M) - System must allow for Program Administrator to unlock system access, reset User ID and reset password for any User within the Purchasing Entity.	Pass		
2.6 (M) - System must allow for Program Administrator to update all cardholder information online.	Pass		
2.7 (M) - System must allow for Program Administrator to see changes made to an account profile and who made those changes.	Pass		
2.8 (M) - System must allow for Program Administrator to view cancelled, deactivated and suspended cards within the Entity.	Pass		
2.9 (M) - System must allow for Program Administrator to order and issue replacement cards (singular or multiple simultaneously) online.	Pass		
2.10 (M) - System must allow for Program Administrators and Cardholders to access statements online.	Pass		
2.11 (M) - System must allow for Program Administrators and Cardholders to mark accounts for paper or paperless statement delivery.	Pass		

2.12 (M) - System must notify Program Administrators and Cardholders of statement availability.	Pass		
2.13 (M) - System must allow for Program Administrator and Cardholder to check status of cards and view account information including but not limited to: 1) balances 2) limits 3) charges 4) declined transactions 5) spend history 6) default accounting codes 7) demographics	Pass		
2.14 (M) - System must allow for the Program Administrator to choose the billing cycle close date for the Entity.	Pass		
2.15 (M) - System must have the ability to roll-up billing to managing account level or bill at department level as determined by the Purchasing Entity.	Pass		
2.16 (M) - System must display all transactions in US Dollars.	Pass		
MANDATORY SCORED REQUIREMENTS.			
2.17 (MS) - Narrative Required: Explain, in detail, the process (paper and/or electronic) for generating a new account and card. Preference will be given for electronic application processing.	Pass	3.4	
2.18 (MS) - System must allow for Program Administrator to edit User ID, role and authority level online. Narrative Required: Describe the different types of system users available and their capabilities within the system.	Pass	3.8	
2.19 (MS) - System must have a minimum of seven (7) program hierarchies. Narrative Required: Describe the number of hierarchies available in your system and describe how each level of hierarchy is used in (1) identifying accounts, (2) reporting rebate earnings, and (3) reporting transaction data.	Pass	2.6	
2.20 (MS) - System must allow for a Statewide Program Administrator account with access to view and pull reports for all transactions made by Purchasing Entities within the Participating State under this Master Agreement. Narrative Required: Explain how your system would allow for this Statewide Program Administrator Role.	Pass	3.6	
2.21 (MS) - System must allow for Program Administrator to simultaneously activate, deactivate, suspend, and terminate cards online. Narrative Required: Describe how the system handles simultaneous multi-card activations.	Pass	3.4	

2.22 (MS) - Purchasing Entities must be able to cancel a card (or a group of cards). <i>Narrative Required: Explain, in detail, the process to cancel single/multiple cards and timeline when transactions can no longer be processed against a cancelled/closed card.</i>	Pass	3.8
2.23 (MS) - When a card (or group of cards) is closed, a credit may be due to the card based on an overpayment, transaction credit, or something similar. <i>Narrative Required: Explain, in detail, the process and timeline for a credit to post to a card and for that Purchasing Entity to receive the funds.</i>	Pass	3.4
2.24 (MS) - <i>Narrative Required: If charging a Foreign Transaction Fee, how is that fee tracked against the transaction since that fee does not usually show up on the purchase receipt? i.e. a separate line item on the statement? How is the fee reported in the system?</i> Note: Do not include fee amount in narrative response to this requirement.	Pass	2.8
2.25 (MS) - System must be able to route transactions through approval/workflow path as established by the Program Administrator. <i>Narrative Required: Describe how approval/workflow paths are established, if multiple approver levels are available, and if/how 'substitution' roles can be indicated (i.e. Approver A is out for 10 days so Approver B can complete tasks).</i>	Pass	3.8
2.26 (MS) - System must allow for Program Administrator to add, edit or remove security features (temporary or permanent) in real time at the card account level including, but not limited to: 1) dollar per transaction limit 2) maximum daily/weekly/monthly spend 3) transactions per day/week/month limit 4) Merchant Category Code (MCC) blocks <i>Narrative Required: Describe the customizable security features offered by the system. Indicate if the security features can be applied simultaneously to multiple cards.</i>	Pass	4.2
NON-MANDATORY REQUIREMENTS.		
2.27 (NM) - System must allow for Program Administrator to create an approval path of setting specific card limits higher than Entity established limits.	Pass	
2.28 (NM) - System must allow for Program Administrator and/or Cardholder to mark transactions sent to accounting for payment.	Pass	
2.29 (NM) - System must be able to send notifications of pending approval(s) based on established approval path.	Pass	
2.30 (NM) - System must allow for Program Administrator to lock transaction accounting code data from editing.	Pass	

NON-MANDATORY SCORED REQUIREMENTS.			
2.31 (NMS) – If capable, system must allow for Program Administrator to create templates for card/account set up (i.e. same billing address, TIN, workflow, etc.). <i>Narrative Required: If applicable, describe how the card/account set up template is established and edited.</i>	Pass	3.2	
2.32 (NMS) – If capable, system must allow for Users, with multiple roles within a program, (i.e., Cardholder & Program Administrator) to opt to have one login to be able to access all aspects of their accounts (dual role). <i>Narrative Required: Does your system allow for single sign-on for a user with multiple roles?</i>	Pass	3.8	
3. DATA COLLECTION AND MANAGEMENT. Participating States and Purchasing Entities must have the ability to capture and display transaction data as made available from the merchant; as well as overall Purchase Card program information. Below are the transaction data and card acceptance requirements.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			
3.1 (M) - System must capture and display transaction data at the following minimum levels: 1) Cardholder 2) Approving official 3) Entity office or unit 4) Account/billing (available at different levels) 5) Entity Program Administrator or alternates (available at different levels) 6) Participating State (all state entity transactional data, statewide administrative level and compliance review group)	Pass		
3.2 (M) - System must have the ability to view transaction authorization/declines in real time.	Pass		
3.3 (M) - System must post transactions within twenty-four (24) to forty-eight (48) hours.	Pass		
3.4 (M) - System must have the ability to capture and display Level 1, Level 2, and Level 3 transaction data as made available from the merchant.	Pass		

3.5 (M) - System must allow for Users to add notes, comments, and additional descriptions to a transaction in a separate field. This field must: 1) Allow for alpha, numeric, and special characters. 2) Be searchable 3) Be reportable 4) Be accessible to all hierarchies within the system	Pass	
3.6 (M) - System must be able to capture and display merchant Tax Identification Number (TIN).	Pass	
3.7 (M) - System must allow for user to input a minimum of 150 character of Entity defined accounting code structure/segments at the transaction level.	Pass	
3.8 (M) - System must allow for the Purchasing Entity to set requirements for accounting code segments (i.e. mandatory, non-mandatory, etc.)	Pass	
3.9 (M) - System must allow for Purchasing Entity to define, edit, maintain, and upload valid value tables for each accounting code segment.	Pass	
3.10 (M) - System must actively validate accounting segment data against valid value table data as determined by the Purchasing Entity.	Pass	
3.11 (M) - System must allow for Program Administrator to assign, edit, and delete "default" accounting codes for all program hierarchies within the Purchasing Entity.	Pass	
3.12 (M) - System must allow for User to save and edit frequently used accounting codes.	Pass	
3.13 (M) - System must allow for a minimum of 99 accounting code splits per transaction.	Pass	
3.14 (M) - System must allow for User to manually enter tax detail at the transaction level.	Pass	
3.15 (M) - System must allow Program Administrator to download the entire Purchase Card number for use in other systems.	Pass	
MANDATORY SCORED REQUIREMENTS.		
3.16 (MS) - Participating States and Purchasing Entities have a need to access past transaction detail data in real time for a minimum of thirty-six (36) months throughout the life of the Master Agreement and Participating Addendum. <i>Narrative Required: How far back does the system retain transaction data without requiring special report requests (i.e. as a system user, how far back can I see transaction detail information)?</i>	Pass	4
3.17 (MS) – System must allow for Program Administrators to establish accounting templates and defaults. <i>Narrative Required: How are templates/defaults set at any Purchasing Entity level for accounting information?</i>	Pass	3.6

3.18 (MS) - System must allow for User to upload and attach supporting documentation to the transaction in the following formats (at a minimum): pdf, jpg, tiff, png. <i>Narrative Required: What file types does your system allow to be uploaded or attached to the transaction?</i>	Pass	3.4	
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS.			
3.19 (NMS) - Participating States and Purchasing Entities have the need to capture their state’s specific merchant diversity information (i.e. small business, minority owned, etc.) including Federal Diversity information. <i>Narrative Required: Does the system have the capability to add individual state diversity data to Merchant information as determined in the Participating Addendum? If so, explain in detail how that additional data would be added.</i>	Pass	3.2	
4. SYSTEM UPGRADES.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			
4.1 (M) - Participating States/Purchasing Entities understand that as technology and regulations change, system changes will have to occur. Participating States/Purchasing Entities also assume that as a good partner, Contractor will actively and continuously improve the systems capabilities, functionality and usability including platform transition. Changes/upgrades will be made at no additional cost to the Participating States/Purchasing Entities. When changes are made Contractor must, at a minimum, notify the Master Agreement Administrator (Lead State) and Statewide Program Administrator (Participating States), prior to changes being put in place. Master Agreement Administrator and Statewide Program Administrator must provide approval of any notification communication prior to distribution to Users.	Pass		
MANDATORY REQUIREMENTS SCORED.			
4.2 (MS) – <i>Narrative Required: Detail how Participating States/Purchasing Entities are engaged in determining how to improve the online transaction management system.</i>	Pass	3.6	
4.3 (MS) – <i>Narrative Required: Detail how standard (non-process changing) system upgrades/changes are communicated. What is the approach of the communication (timing, type, etc.) and what details are communicated?</i>	Pass	3.6	

4.4 (MS) - Participating States will not accept forced/pushed ‘top-down’ system changes unless required by federal law. <i>Narrative Required: Detail how Participating States/Purchasing Entities are informed of top-down directed changes to the online transaction management system. Explain how Contractor includes customer/user outreach and input prior to making system and program changes. What is the approach of the communication (timing, type, etc.) and what details are communicated?</i>	Pass	2.6	
4.5 (MS) - <i>Narrative Required: Detail how system changes are communicated, specifically when those changes would impact the way in which data is accessed, reported, formatted, viewed, etc. What is the approach of the communication (timing, type, etc.) and what details are communicated?</i>	Pass	3.6	
4.6 (MS) - <i>Narrative Required: What training is available to system users when system changes are made?</i>	Pass	4	
4.7 (MS) – Participating States will not accept forced/pushed ‘top-down’ process changes unless required by federal law. An example of a forced/pushed ‘top-down’ process change would be automatic shut off of cards on weekends, block purchases on specific days of the week. <i>Narrative Required: Detail how Participating States/Purchasing Entities are informed of top-down directed changes to the card accounts. Explain how Contractor includes customer/user outreach and input prior to making process changes. What is the approach of the communication (timing, type, etc.) and what details are communicated?</i>	Pass	3.8	
NON-MANDATORY REQUIREMENTS - None.			
NON-MANDATORY SCRED REQUIREMENTS – None.			
5. REPORTING – Participating States and Purchasing Entities must have the ability to generate reports including detailed transaction data. A system with robust reporting capabilities is required.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			
5.1 (M) - System must time-stamp transactions and reports according to the time zone of the transaction location or report request.	Pass		
5.2 (M) - System must allow Program Administrator or Cardholder to run a transaction detail report which includes all User-inputted data.	Pass		
5.3 (M) - System must allow for reports to be accessible as defined by roles and access levels.	Pass		

5.4 (M) - System must have the ability for reports to be available in multiple formats (e.g. PDF, text, Excel, HTML, browser).	Pass	
5.5 (M) - System must have the ability to provide program and transaction data reports at various frequencies to meet each Participating State/Purchasing Entity's requirements including but not limited to: 1) Daily 2) Weekly 3) Monthly (billing cycle and calendar) 4) Quarterly 5) Annually (fiscal and calendar)	Pass	
5.7 (M) - System must have the ability to provide "exception reports" including, but not limited to: 1) Overrides 2) Back-to-back transactions 3) Decline report 4) Miscellaneous transactions 5) Split Transactions 6) Duplicate Transactions	Pass	
5.8 (M) - Contractor must provide quarterly rebate report no later than thirty (30) days after the end of the quarter to the Statewide Program Administrator or other representative designated by the Participating State. This report, at a minimum must include: 1) Participating State 2) Purchasing Entity legal name 3) Purchasing Entity type (Agency, City, etc. as defined by the Participating State) 4) Gross spend for the rebate period 5) Any credits for the rebate period 6) Any write-offs for the rebate period 7) Net spend for the rebate period 8) Net spend for each rebate type 9) Incentive Share/Rebate Rate per rebate type 10) Rebate amount by rebate type 11) Total rebate paid to the Purchasing Entity and/or Participating State.	Pass	
5.9 (M) - Contractor must be able to provide a rebate report that reflects the type of rebate applied to each transaction no later than thirty (30) days after the end of the quarter. This report, at a minimum, must include: 1) Purchasing Entity legal name	Pass	

2) Purchasing Entity type (Agency, City, etc. as defined by the Participating State) 3) Transaction date 4) Merchant name 5) Merchant TIN 6) Transaction amount 7) Applicable rebate type 8) Applicable rebate BPS 9) Rebate amount earned			
5.10 (M) - Participating States and Purchasing Entities may have additional reporting requirements, detailed in each Participating Addendum.	Pass		
5.11 (M) - Contractor must provide an annual report to the Lead State reflecting total spend and National Annual Volume Incentive earned by Participating States for the calendar year.	Pass		
MANDATORY SCORED REQUIREMENTS.			
5.12 (MS) - System must have the ability to schedule on-demand and Ad Hoc reports. <i>Narrative Required: Describe in detail the process for ordering custom reports. If ordering reports can be done via the system, that action will need to be part of the demo.</i>	Pass	4.2	
5.13 (MS) - <i>Narrative Required: When data is not available in the system in real time (at time of purchase), what is the average turnaround time for requested reports?</i>	Pass	3.4	
5.14 (MS) - <i>Narrative Required: Provide a complete list and description of all standard or 'canned' reports available and who has authority to view them. Include description of search capabilities criteria and methods available.</i>	Pass	4.2	
5.15 (MS) – System must capture and report sales by Merchant Category Code (MCC). <i>Narrative Required: If MCC Type reporting is available, please explain how this reporting would be conducted and what information would be provided.</i>	Pass	3.6	
5.16 (MS) - Contractor must be able to provide comparative rebate reporting comparing the previous quarterly and annual rebates to the then current quarter/year. <i>Narrative Required: Explain in detail how this reporting would be requested.</i>	Pass	3	
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS.			
5.17 (NMS) - If capable, system must provide sales by merchant type (i.e. small business, minority owned, etc.) including Federal Diversity information. <i>Narrative Required: If Merchant Type reporting is available, please explain how this reporting would be conducted and what information would be provided.</i>	Pass	3.2	

6. DATA TRANSFER/INTEROPERABILITY.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			
6.1 (M) - System must be accessible in accordance with Section 508 (Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998) - accessibility.	Pass		
6.2 (M) - System must be supported (at a minimum) by Internet Explorer, Edge, Firefox, Safari and Chrome.	Pass		
6.3 (M) - System must allow for downloads, data transmissions, and integration in support of non-standard/standalone financial management systems, including legacy systems.	Pass		
MANDATORY SCORED REQUIREMENTS.			
6.4 (MS) - System must be able to provide Purchase Card information and transaction detail in a format compatible with all Enterprise Resource Planning (ERP) or e-procurement systems utilized by any Participating State/Purchasing Entity that is part of this Master Agreement. Those systems include, but are not limited to any SAP, Banner, Oracle, Periscope, or PeopleSoft systems. <i>Narrative Required: Describe the interoperability and flexibility of the system that will allow for interoperability with the systems listed and how the system will be able to be interoperable with other future ERP type systems not listed here.</i>	Pass	4	
6.5 (MS) - Contractor shall be able to provide, at no cost, the entire banking information flat file at the frequency requested by the Participating State or Purchasing Entity in accordance with standard File Transfer Protocol (FTP). At a minimum, file outputs must include CSV (comma delimited) format and XLS. <i>Narrative Required: What file types does your system flat file support?</i>	Pass	3.8	
6.6 (MS) - System must have the ability to create custom extract files/mappers at no charge to the customer for automatic feed into their financial systems (i.e. SAP, Oracle, SMFA, SQL, PeopleSoft, Excel, etc.). This custom file will be created in such a manner that it can be imported into the Purchasing Entity's financial system with no interaction, special programming, or manual entry of transaction data. <i>Narrative Required: Describe, in detail, the process for setting up custom file delivery/acceptance as described in the requirements above. At a minimum include:</i> 1) Request process 2) Roles & Responsibilities of the Purchasing Entity	Pass	3.8	

3) Roles & Responsibilities of the Contractor			
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS - None.			
7. SECURITY AND CONFIDENTIALITY.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			
7.1 (M) - System must be PCI DSS compliant throughout the term of the contract.	Pass		
7.2 (M) – System Electronic Data Interchange (EDI) standards must be compliant with ANSI ASC.	Pass		
7.3 (M) - Contractor must keep Participating State, Purchasing Entity, and Cardholder information confidential and may not share, use, or sell data acquired through the execution of this Master Agreement or affiliated Participating Addendum.	Pass		
MANDATORY SCORED REQUIREMENTS.			
7.4 (MS) - Narrative Required: Describe what cyber security protocols are in place to protect the system from hacking, information release, etc.	Pass	4.2	
7.5 (MS) - Narrative Required: If data is breached, how are the Participating States and Purchasing Entities notified?	Pass	2.4	
7.6 (MS) - Narrative Required: If data is breached, what protocols are in place to protect the Participating State's and Purchasing Entity's information?	Pass	4	
7.7 (MS) - Contractor must provide and maintain an appropriate information security program to prevent the unauthorized disclosure, misuse, alteration, or destruction of confidential information. <i>Narrative Required: Describe in detail the information security program including, but not limited to the protection of:</i> 1) cards 2) account numbers 3) passwords 4) personal identification numbers 5) transactions	Pass	3.6	
7.8 (MS) - Narrative Required: Describe, in detail, how Contractor secures and prevents unauthorized disclosure, misuse, alteration, or destruction of confidential information.	Pass	4	

7.9 (MS) - Narrative Required: Describe, in detail, Contractor’s disaster recovery plan (i.e. data breaches, system errors and resolution plans, timeframe for data resolution, backup in case of power failure, etc.).	Pass	4	
7.10 (MS) - Narrative Required: Describe the roles and responsibilities of the team responsible for monitoring and managing system and product risks. Include how known risks and mitigation plans would be communicated to Participating States, Purchasing Entities, and Cardholders.	Pass	3.8	
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS - None.			
8. CUSTOMER SERVICE. Customer service and support are key to the successful operation of any card program.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			
8.1 (M) - Contractor must provide at least one (1) designated Relationship Manager assigned to each Participating State. Relationship Manager may provide service to multiple states as long as service level meets each of the Participating State's requirements.	Pass		
8.2 (M) - Relationship Manager must be familiar with all aspects of Category 1 – Purchase Card Services of the Commercial Card Solutions Master Agreement and applicable Participating Addendum.	Pass		
8.3 (M) - Relationship Manager must be available to Program Administrators and Master Agreement Administrators Monday through Friday during the Participating State's regular business hours.	Pass		
8.4 (M) - Relationship Manager will provide managing account support to Program Administrators and contract support to Master Agreement Administrators in each state.	Pass		
8.5 (M) - Contractor must provide at least one (1) designated Account Coordinator assigned to each Participating State to support all Purchasing Entities within that state. Account Coordinator may provide service to multiple states as long as services level meets each Participating State's needs.	Pass		
8.6 (M) - Account Coordinator must be familiar with all aspects of Category 1 – Purchase Card Services of the Commercial Card Solutions Master Agreement and applicable Participating Addendum.	Pass		
8.7 (M) - Account Coordinator must be available to Program Administrators Monday through Friday during the Participating State's/Entity’s regular business hours.	Pass		
8.8 (M) - Account Coordinator will provide day-to-day account management support to Program Administrators and Cardholders.	Pass		

8.9 (M) - Contractor must provide a domestic and international toll-free numbers available to cardholders 24/7/365.	Pass		
MANDATORY SCORED REQUIREMENTS.			
8.10 (MS) - <i>Narrative Required: Describe in detail the roles and responsibilities filled by proposed Relationship Manager(s). At a minimum, include how they will meet the requirements described above.</i>	Pass	4.0	
8.11 (MS) - <i>Narrative Required: Describe in detail the roles and responsibilities filled by proposed Account Coordinators. At a minimum, include how they will meet the requirements described above.</i>	Pass	3.8	
8.12 (MS) - Contractor must provide a designated customer service team familiar with all aspects of Category 1 of the Commercial Cards Solutions Master Agreement and the Participating State's Participating Addendum in order to provide consistent, relevant, and effective front-line customer service via phone or on-line, 24/7/365. The designated customer service team may provide service to multiple states as long as customer service level meets each Participating States' requirements. <i>Narrative Required: Describe in detail how customer services shall be provided for multiple states. Include how Contractor's internal staff will be trained on the Master Agreement and Participating Addendum and be kept up to date when changes to those agreements occur. Indicate what cardholder support would be available, including but not limited to:</i> 1) reporting lost or stolen cards 2) cardholder transaction information 3) cardholder general account information 4) reporting fraud	Pass	3.8	
8.13 (MS) - <i>Narrative Required: Explain how after-hour/holiday/weekend customer service will be provided (internally or 3rd party). If provided by a 3rd party, explain how this team is trained and what access they will have to the system and data.</i>	Pass	3.6	
8.14 (MS) - <i>Narrative Required: How are known system issues (bugs) communicated (acknowledgement, status of fix, resolution, etc.) to system users?</i>	Pass	3.8	
8.15 (MS) - Participating States and Purchasing Entities will need the support of a secure and knowledgeable team at all hierarchical levels of the Program. <i>Narrative Required: Please describe your ability to meet this requirement.</i>	Pass	4.0	
8.16 (MS) - Contractor must benchmark customer service. <i>Narrative Required: Please describe your internal customer service responsiveness benchmarks, how are they defined, monitored, and adjusted to meet customer need?</i>	Pass	3.4	

8.17 (MS) - Contractor must have an established escalation process. <i>Narrative Required: Describe how issues from Cardholders, Program Administrators, and Master Agreement Administrators are escalated for resolution within your organization.</i>	Pass	3.6	
8.18 (MS) - <i>Narrative Required: Describe any additional customer support services you provide. At a minimum, include who has access to the service, how the services would be accessed, and the service's value add.</i>	Pass	4.4	
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS.			
8.19 (NMS) - Contractor must provide an issue tracking system. <i>Narrative Required: When system issues are reported to the Contractor’s customer service team, the issues are sometimes not resolved during the call/report and require additional work on the Contractor’s/system's side. When those issues are communicated to the customer service team and additional work is needed, how are those issues tracked and communicated with the customer reporting the issue and the customer community at large?</i>	Pass	3.4	
8.20 (NMS) - <i>Narrative Required: If a customer has to call back or another customer calls about the same issue, how is the customer service team notified that the issue has already been explained and should be (at a minimum) in the issue resolution queue?</i>	Pass	3.2	
9. IMPLEMENTATION/TRANSITION. The timeline and assigned resources of the multi-state implementation/transition to a new program are critical. The awarded Contractor will be responsible to fully cooperate with the current Contractor and any State executing a Participating Addendum under the new Master Agreement during all phases of the implementation/transition.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			
9.1 (M) - Implementation/Transition activities will occur at no cost to the Participating States or Purchasing Entities.	Pass		
MANDATORY SCORED REQUIREMENTS.			

<p>9.2 (MS) - Upon award of the Master Agreement and each Participating State's Participating Addendum, but prior to the service effective date of January 1, 2021, many Entities will transition from the current NASPO ValuePoint contract and other individual state contracts to the new agreement*. Contractor must have a pre-established account set-up process that may be customized based on the needs of each Participating State.</p> <p>Note: Each state's implementation shall not exceed nine (9) months.</p> <p><i>Narrative Required: Explain in detail, the process of transitioning/implementing a Participating State (of any size) into the new agreement.</i></p> <p>Be sure to include any documentation or forms that would be required to be completed by the Purchasing Entity or cardholder prior to participating in the Purchase Card program as detailed in the Master Agreement and clarified in each State's Participating Addendum. At a minimum include:</p> <p>Contractor will be required to work with Participating State to meet implementation requirements.</p> <ul style="list-style-type: none"> 1) Step by step instructions 2) Required forms for each step (not included in the three (3) page limit) 3) Timeline for each step 4) Ability to import data from the current system 5) Roles & Responsibilities of the Participating State 6) Roles & Responsibilities of the Purchasing Entity 7) Roles & Responsibilities of the Contractor <p>*If the new agreement is awarded to the currently awarded Contractor, current Participating States may choose to 'reset' (i.e. re-organize under one statewide hierarchy/short name) their State's program requiring new account set ups/transition for all current Purchasing Entities.</p> <p>Contractor will be required to work with Participating State to meet implementation requirements.</p>	Pass	4.4	
<p>9.3 (MS) - Contractor must provide an Implementation/Transition Communication Plan. Narrative Required: Describe in detail your implementation/transition communication plan including, but not limited to:</p> <ul style="list-style-type: none"> 1) Staff resources 2) Method(s) of communication 3) Timing of communication(s) 	Pass	4.2	
<p>9.4 (MS) - Contractor must provide qualified personnel during the implementation/transition process.</p> <p><i>Narrative Required: Describe in detail the Implementation/Training team's roles, responsibilities, and level of expertise as part of this contract.</i></p>	Pass	4.6	

9.5 (MS) - Contractor must provide Implementation Training Plan for all Purchasing Entities. <i>Narrative Required: Describe in detail how Implementation Training would be conducted for all Purchasing Entities. At a minimum include:</i> 1) Roles & Responsibilities of the Participating State 2) Roles & Responsibilities of the Purchasing Entities 3) Training Provided 4) Timeline	Pass	4.2	
9.6 (MS) - Contractor must provide access to online test-environment for Participating State and Purchasing Entity testing during all phases of the account setup process. The system must look, act, and demonstrate all aspects of the "live" system. <i>Narrative Required: Describe ability to meet the requirement for a test-environment system access during the account setup process.</i>	Pass	3.4	
9.7 (MS) - Contractor must agree that at the end of any applicable Master Agreement or Participating Addendum, should any Participating State conduct another procurement and award a new contract, the Contractor will work with Participating State to ensure that an efficient and effective transition takes place within nine (9) months. <i>Narrative Required: Describe in detail your "End of Agreement/Addendum" transition plan including, but not limited to:</i> 1) Contractor staffing for termination 2) Lines of Communication 3) Timeline for termination and maximum time allowed 4) Card deactivation and closure process (no card shall be deactivated without each Purchasing Entity's permission) 5) Purchasing Entity total account reconciliation process and final payment	Pass	3.8	
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS - None.			
10. PROGRAM GROWTH. Throughout the life of the Master Agreement/Participating Addendum and through the growth of each Participating State’s program, it can be anticipated that new Purchasing Entities and new cards within existing Purchasing Entities will need to be added.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			

10.1 (M) – As the marketplace changes and technology advances, card products and service may also expand. If the awarded Contractor proposes an additional product or service, that request must be submitted to the Lead State for review and approval. Request must include: 1) Full description of product/service; 2) Full implementation plan, including level of effort and timeline; 3) Full communication plan; and 4) Full training plan. New card products and services must not impact the rebate/incentive share or have any additional cost to the Participating States or Purchasing Entities. Addition of any card product or service to the Master Agreement is at the sole discretion of the Lead State. Participating States will have the option to allow or exclude new card products or services in the Participating Addendum.	Pass		
MANDATORY SCORED REQUIREMENTS			
10.2 (MS) While the goal is for a majority of Purchasing Entities to enroll in the program prior to the program effective date, it is understood that some Purchasing Entities will need to be integrated after the program effective date and additional Purchasing Entities will join throughout the program term. <i>Narrative Required: If the process for on-boarding a new Purchasing Entity after the initial on-boarding differs, describe that process, specifically highlighting its differences from the initial on-boarding efforts.</i>	Pass	3.6	
10.3 (MS) <i>Narrative Required: Explain, in detail, the process of adding cards to an active Purchasing Entity account. Include copies of all required documentation (i.e. card user agreements – not included in the 3 page limit) required to open new cards within a current Purchasing Entity.</i>	Pass	4.4	
10.4 (MS) If awarded, Contractor will be expected to promote the card program. <i>Narrative Required: Describe in detail the approach to promoting the card program.</i>	Pass	3.6	
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS – None.			
11. CARD DESIGN/EMBOSSING, DELIVERY & ACTIVATION.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			

11.1 (M) - Contractor shall be responsible for the embossing and printing of the cards to each Participating State’s specifications. Each Participating State will be responsible for furnishing the necessary artwork (digital file) to the Contractor.	Pass		
11.2 (M) - Each Participating State reserves the right to change the card design during this contract, and if doing so, will provide the artwork needed to make changes.	Pass		
11.3 (M) - Physical cards will be delivered to the Purchasing Entity or Cardholder at the address specified by the Purchasing Entity, within two (2) business days of completion of account set-up.	Pass		
MANDATORY SCORED REQUIREMENTS.			
11.4 (M) - Contractor must be able to deliver cards overnight when requested by the Purchasing Entity.	Pass	4.0	
11.5 (MS) - Customization options to the front side of the card will include verbiage and/or logo or graphic and embossing including but not limited to: 1) Participating State 2) Purchasing Entity 3) Program/Department Name 4) Cardholder Name 5) Picture/Logo 6) Phrase (i.e. "FOR OFFICIAL USE ONLY") 7) Embossing Line, ALPHA OR NUMERIC VERBIAGE 8)Contractor supplied options <i>Narrative Required: Describe in detail the card embossing, production, and distribution process.</i>	Pass	3.2	
11.6 (MS) - Purchasing Entities must be able to decide if cards are delivered active or inactive. <i>Narrative Required: For cards delivered in an ‘inactive’ status, what is the process for activating a card? Include security precautions taken to ensure that card activation is done by an authorized party.</i>	Pass	4.0	
11.7 (MS) - Purchasing Entities need to have the ability to have cards delivered in batches (i.e. Division A, Program 1) as determined by the Purchasing Entity. <i>Narrative Required – Explain how you would work with the Participating Entities to ensure delivery of cards is completed as requested.</i>	Pass	3.4	
11.8 (MS) - <i>Narrative Required: Some Purchasing Entities manage thousands of cards and need as much planning time as possible to complete that volume of card re-issuance. Explain, in detail, the process and timeline for card re-issuance upon card expiration including the timeline of prior notification.</i>	Pass	3.6	
11.9 (MS) - <i>Narrative Required: What precautions, if any, does Contractor take to avoid a mass re-issuance of cards for a Purchasing Entity?</i>	Pass	3.6	

11.10 (MS) - <i>Narrative Required: Do you offer emergency cards (high credit, no expiration, no MCC restrictions)? If yes, how do you recommend establishing and managing this style of card?</i>	Pass	4.2	
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS – None.			
12. Training – Initial and ongoing training are critical to each Participating State’s ability to manage their program. Each Participating State may have additional training requirements and will be negotiated in the Participating Addendum. At a minimum, training will include:			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			
12.1 (M) – Contractor must provide system User guides online and accessible through the web-based card management system.	Pass		
MANDATORY SCORED REQUIREMENTS			
12.2 (MS) - Contractor must provide ongoing training for the life of the contract. <i>Narrative Required: Please describe in detail what resources will be provided for the ongoing training options including, but not limited to:</i> 1) type 2) frequency 3) resources 4) communication/advertisement of available training	Pass	4.4	
12.3 (MS) - Contractor must provide web-based training. <i>Narrative Required: Describe in detail your online web-based training options including, but not limited to:</i> 1) Transaction Management: a) entering account coding b) entering comments c) disputes d) reviewing and approving transactions e) initiating payment process 2) Reporting: a) how to generate standard reports b) how to customize and create reports within the system	Pass	4.0	

3) System Administration: a) customer/user id set-up b) card limit changes c) hierarchy set -up d) changing cardholder demographic information e) add, edit, or lift card restrictions f) de-activate, suspend, terminate cards g) dispute transactions h) save/edit frequently used accounting codes i) ordering replacement card		
12.4 (MS) - Contractor must provide onsite/classroom training for Program Administrators. <i>Narrative Required: Describe in detail your onsite/classroom training options including, but not limited to:</i> 1) type of training offered 2) recommended frequency of onsite trainings	Pass	3.4
12.5 (MS) - Contractor must provide onsite User group forums. <i>Narrative Required: Please describe in detail your onsite User group forum plan including, but not limited to:</i> 1) optional training, what type of training will you provide 2) frequency 3) subject matter expert presentations 4) opportunity for customers to discuss issues and concerns	Pass	3.6
12.6 (MS) - Contractor must provide written User reference guides, both extensive and quick guides. <i>Narrative Required: Describe in detail the written user reference guides you provide.</i>	Pass	4.2
12.7 (MS) - Contractor must provide updates to the user guides will be pro-actively communicated. <i>Narrative Required: Describe in detail how user guide changes will be communicated with the Participating State and Program Administrators.</i>	Pass	3.8
12.8 (MS) - <i>Narrative Required: Describe how User-communicated needs will be used to build additional training. At a minimum include:</i> 1) how customer input is received 2) how new training is prioritized 3) how training is built 4) how training is presented (in person, online, scheduled, on-demand) 5) how new training is advertised/communicated.	Pass	3.4

12.9 (MS) - <i>Narrative Required: Provide any additional training services/options offered.</i>	Pass	3.4	
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS – None.			
13. PAYMENT TERMS.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			
13.1 (M) - The full amount of each Purchasing Entity's monthly balance or billing cycle balance, except for disputed or reported fraud items, will be due within forty-five (45) days from the billing cycle date of the monthly account statement.	Pass		
13.2 (M) - Contractor shall provide a monthly statement to each Cardholder and/or Program Administrator as designated Purchasing Entity.	Pass		
13.3 (M) - Each statement shall be identified by the associated Participating Addendum Number for each Participating State.	Pass		
13.4 (M) - Statements for payment will accurately reflect all credits, where applicable, due the Purchasing Entity.	Pass		
13.5 (M) - If the statement is not postmarked within three (3) days of the billing cycle, the payment term can be extended the equal number of days between the third day after the billing cycle and the actual latest postmark date of the Statement.	Pass		
13.6 (M) - Payments must be posted to the system within two (2) business days to ensure the prompt payment/speed of pay incentive is fully realized and real credit limits are available.	Pass		
13.7 (M) - Payment may be made to the Contractor via check, cash, warrant, bank wire, automatic clearing house (ACH), or electronic funds transfer (EFT), at the Purchasing Entity's option. Although the National Automated Clearing House Association (NACHA) is a standard method for funds transfer, Contractors must be able to accommodate standard and non-standard formats at no extra charge to accommodate different State's EFT processes and systems.	Pass		
13.8 (M) - Payment sent via mail is considered paid on check or electronic issue date as long as it is postmarked by the third day after check issue date.	Pass		
13.9 (M) - A ten (10) day grace period for payments pulled from automated clearing house (ACH) process is required to avoid penalty or negative hit on rebate.	Pass		

MANDATORY SCORED REQUIREMENTS – None.			
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS – None.			
14. LIABILITY.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			
14.1 (M) - Purchasing Entities shall have no liability for lost or stolen cards or fraudulent use of any card products.	Pass		
MANDATORY SCORED REQUIREMENTS – None.			
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS – None.			
15. FRUAD PROTECTION. This section details the expected fraud protection services provided by the Contractor.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS.			
15.1 (M) - Contractor shall report fraud transactions, and the resulting credit issuance(s) to the Cardholder and the Purchasing Entity Program Administrator through real time notifications.	Pass		
15.2 (M) – Contractor or system must be capable of providing a daily (at a minimum) fraud and declined transaction report as requested by the Purchasing Entity.	Pass		
MANDATORY SCORED REQUIREMENTS.			
15.3 (MS) Contractor must provide external fraud protection coverage for the following types of occurrences including, but not limited to: 1) lost/stolen cards 2) counterfeit cards 3) skimmed cards	Pass	3.4	

4) unauthorized internet transactions 5) merchant disputes 6) fraud patterns 7) account takeovers <i>Narrative Required: Please describe in detail the fraud protection coverage plan.</i>			
15.4 (MS) - Contractor must provide program screening activity for external fraud patterns and the process for communicating potential external fraud with Cardholders and Program Administrators. <i>Narrative Required: Please describe in detail the screening and communication process for potential external fraud.</i>	Pass	4.2	
15.5 (MS) - <i>Narrative Required: Please describe in detail how fraudulent charges will be communicated to the Cardholder and Program Administrator. Additionally include what occurs when a card has not been directly impacted in a fraudulent transaction, but may have been used at a compromised merchant site.</i>	Pass	4.0	
15.6 (MS) - <i>Narrative Required: Is the proposed Purchase Card equipped with the fraud deterrent of an EMV chip? If not, explain your timeline for implementing the EMV chip solution.</i>	Pass	4.4	
15.7 (MS) – Contractor or system must provide a way for Purchasing Entities to report fraudulent activity, lost, or stolen cards. Purchasing Entities also know it is important to be able to verify credentials of someone reporting such activity. <i>Narrative Required: Explain, in detail, the process for reporting fraudulent activity, including how the system checks the reporter’s credentials. Preference will be given for online fraud reporting.</i>	Pass	3.4	
15.8 (MS) – Contractor or system must provide a way for Purchasing Entities to track reported fraud	Pass	3.4	
15.9 (MS) – Contractor or system must be able to resolve mass attacks (i.e. fraudulent low value charges on multiple cards at once) without requiring action from the Purchasing Entities. <i>Narrative Required: Explain, in detail, how mass attacks are handled.</i>	Pass	3.4	
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS – None.			
16. DISPUTED TRANSACTIONS. Purchasing Entities will pay according to the contract payment terms; however, in instances of dispute, the charges must be placed in suspense until there is resolution. The Contractor must propose a timely dispute procedure to ensure that the payment network charge back rights do not expire. If upon resolution of a dispute it is found that the transaction was actually an authorized charge, the Participating Entity will be liable for the payment within the payment terms as described herein.			
	USBank		

REQUIREMENT DESCRIPTION	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS – None.			
MANDATORY SCORED REQUIREMENTS.			
16.1 (MS) Contractor must provide a resolution procedure for dealing with disputed transactions resulting from unauthorized charges, errors in cardholder billings, or problems with charges for merchandise or services that are not resolved between the Cardholder and Merchant. <i>Narrative Required: The Contractor shall provide detailed information on the proposed disputed transaction resolution procedures, including:</i> 1) How users will notify the Contractor 2) Ability to dispute transactions electronically as well as track through final resolutions of the charge 3) Instructions for cardholders 4) Instructions (including invoice adjustments) for billing offices 5) Provisions for prompt investigation of disputed items 6) Provisions for reporting/disposition on resolution of dispute to cardholders, approving officials, Program Administrators, and billing office 7) Provisions for system identified disputed related credit or payment on resolved dispute. 8) Any limitations on the timeline of disputed transactions. 9) Any details on what components of the transaction can be disputed	Pass	4.0	
NON-MANDATORY REQUIREMENTS – None.			
NON-MANDATORY SCORED REQUIREMENTS – None.			
17. CARD ACCEPTANCE.			
REQUIREMENT DESCRIPTION	USBank		
	Meets Requirement	Ave Eval Rating	Awarded Points
MANDATORY REQUIREMENTS – None.			
MANDATORY SCORED REQUIREMENTS.			

17.1 (MS) Card acceptance is critical to state business and is a scored element of this solicitation. <i>Narrative Required: Bidders must indicate the number of accepting locations in the United States and Internationally in a format similar to the table below. Bidders must be able to provide verification of accepting locations upon request. Bidder shall provide proof of acceptance at the request of the Procurement Coordinator.</i>	Pass	4.0		
AVERAGE EVALUATOR RATING		3.7		
% Points Available		74%		
Total Awarded Points				
			370	
ACCEPTING AREA - NUMBER OF ACCEPTING AREA LOCATIONS. <i>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. There are 70 total points available for card acceptance.</i>				
REQUIREMENT DESCRIPTION	USBank			
		Number of Accepting Location	Awarded Points	
		United States	11.6 million	60
		International	47.2 million	10
TOTAL AWARDED POINTS ACCEPTING LOCATIONS			70	
NON-MANDATORY REQUIREMENTS – None.				
NON-MANDATORY SCORED REQUIREMENTS – None.				

Solicitation 00719 Commercial Card Services

Washington State Preferences

Enterprise Services will review Exhibit A1 – Bidder Certification and assign points (all or none) based on the Bidder's response. The three (3) priorities.

Preference	US Bank
Executive Order 18-03 (10 points)	10
Veteran Owned Business (10) points	0
Small Business (10 points)	0
Total Awarded Points	10

Solicitation 00719 Commercial Card Services

Demonstration Evaluation

Bidders determined to be within the competitive range will be required to complete a live demonstration.

- *Each state confers and provides one (1) score for each of the 10 Scenarios.*
- *State's scores for each scenario will be averaged together to determine the average score.*
- *Average score will be divided by points available (4) to determine the percentage of points awarded.*
- *Percentage of points awarded will be multiplied by the points available.*
- *Points awarded for each scenario will be summed together to determine the overall score for the demonstration.*

DEMONSTRATION COMPONENT

USBank

1 Accounts Management

Average
Rating

1.1 New Account Set-Up & Account Templates

Scenario: System accounts, for all levels (Program Administrator, approver, cardholder, etc.), will have to be established during the program transition and throughout the life of the Master Agreement. Demonstrate how new system accounts and authority roles are established.

Program Administrators must be able to establish accounts within the system for multiple (sometimes 1,000+) accounts. In order to make account management as streamlined as possible, there is a desire to use templates in the system. Demonstrate how account management is streamlined and if templates are available, how they are created and managed. If system templates are not available, but Users can develop their own templates, demonstrate how those templates are created and managed.

Are there any additional system capabilities regarding new accounts set up, and if applicable, account templates? Please explain and demonstrate.

3.6

1.2 Account Management

Scenario: Program Administrators require the ability to edit accounts within the system. Edits could include but are not limited to: a change in role within the system, updating cardholder information, resetting login info, etc. Demonstrate how account edits are completed and tracked.

Are there any additional system capabilities regarding account management? Please explain and demonstrate.

3.4

1.3 Managing Accounts	
<p>Scenario: Program Administrators require the ability to manage and maintain account(s) to group individual card accounts together for management and billing purposes. In addition, each Participating State must have the ability to manage the overall account that can view all data within the state. Demonstrate the options available when establishing a mana</p> <p>Are there any additional system capabilities regarding managing accounts? Please explain and demonstrate.</p>	2.6
1.4 Purchase Controls	
<p>Scenario: Program Administrators require the ability to control cardholder spending and purchase types. Demonstrate the system's capability to control cardholder's spending and purchase types.</p> <p>Are there any additional system capabilities regarding purchase controls? Please explain and demonstrate.</p>	3.2
2 Accounting	
2.1 Transaction Approval	
<p>Scenario: Purchasing Entities require the ability to route transactions through an approval process for payment. Demonstrate the system's capabilities to establish and utilize transaction approval processes.</p> <p>Are there any additional system capabilities regarding transaction approvals? Please explain and demonstrate.</p>	3.0
2.2. Accounting Defaults & Templates	
<p>Scenario: Purchasing Entities require the ability to assign accounting information at the transaction level. Because of the volume of transactions being processed, Purchasing Entities have a preference for establishing accounting code defaults and is applicable to the system templates.</p> <p>Demonstrate the system's capability to add, edit, control accounting code information defaults and if templates are used how templates are created and maintained. If templates are not used, what is used in place of these in the system? How is it used and managed?</p> <p>Demonstrate the system's ability to add accounting information, supporting documentations.</p> <p>Are there any additional system capabilities regarding accounting defaults and templates? Please explain and demonstrate.</p>	3.4

2.3 Accounting Controls	
<p>Scenario: Program Administrators require the ability to control accounting information at the transaction level. Purchasing Entities require the ability to assign accounting information at the transaction level. Because of the volume of transactions being processed, Purchasing Entities have a preference for establishing accounting code templates.</p> <p>Demonstrate the system's capability to add, edit, and control accounting code information.</p> <p>Are there any additional system capabilities regarding accounting controls? Please explain and demonstrate.</p>	3.4
3 Reporting	
3.1 Minimal Reporting Capabilities	
<p>Scenario: Participating States require the ability to capture Purchasing Entity spend, transaction detail, and Level 3 data.</p> <p>Purchasing Entities also require the ability to capture all transaction data, including user inputted data, for cardholders within their entity.</p> <p>Demonstrate the system's reporting capability to capture and provide Purchasing Entity information and allowing reports to be pulled at the Purchasing Entity and Participating State level.</p> <p>Are there any additional system capabilities regarding accounting controls? Please explain and demonstrate.</p>	3.2
3.2 Rebate Reporting	
<p>Scenario: Purchasing Entities and Participating States require the ability to capture rebate details on both a quarterly and annual basis.</p> <p>Demonstrate the system's reporting capability to capture and provide rebate detail data.</p> <p>Are there any additional system capabilities regarding accounting controls? Please explain and demonstrate.</p>	3.6
4 Fraud	
4.1 Reporting & Tracking Fraudulent Transactions	
<p>Scenario: Purchasing Entities require the ability to report fraud in an efficient and timely manner. Purchasing Entities also must be alerted of suspected fraud in an efficient and timely manner.</p> <p>Purchasing Entities have a preference to report and track fraudulent transactions via phone and online. Both of these options must give a confirmation of receipt of the claim through to resolution online.</p> <p>Demonstrate system's capability to report and track fraudulent transactions to completion.</p> <p>Are there any additional system capabilities regarding accounting controls? Please explain and demonstrate.</p>	3.6
Overall Average Evaluator Rating	
3.3	
% Points Available	
83%	

	Total Awarded Points	495
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Solicitation 00719 Commercial Card Services

Rebate Incentive Evaluation

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.

Rebate/Incentive Share Type	USBank		
	Basis Points	Deductions	Points
Standard Volume (250 points)	135.00	0.00	250
Non-Standard Volume (350 points)	135.00	0.00	350
Prompt Payment (100 points)	N/A	0.00	100
National Annual Volume (100 points)	34.75	10.00	90
Total Awarded Points			790

Solicitation 00719 Commercial Card Services Demonstration Evaluation			
	USBank		
Evaluated Component	Average Evaluator Rating	Points Available	Points Awarded
Responsiveness (Pass/Fail)	N/A	N/A	Pass
Exhibit B-1 (Non-Scored, Pass/Fail)	N/A	N/A	Pass
Exhibit B-1 (Scored)	3.7	500	370
Card Acceptance (Scored)	N/A	70	70
Washington Preferences	N/A	30	10
Demonstration (Scored)	3.3	600	495
Incentive Rebate (Scored)	N/A	800	790
Totals		2000	1735