

## **Appendix A Scope of Services GSS13227-PROCUREMENT CARD**

**Proposers are to structure their proposals to correspond to the Table of Contents below.**

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# **1. Executive Summary**

## **1.1. Introduction**

The State of Delaware is seeking proposals from qualified vendors to supply business credit card services and management program for eligible organizations within the State of Delaware. Potential respondents will provide cards and implementation services, working with the Department of Finance, Division of Accounting which is the agent for its customer organizations and Office of Management and Budget, Government Support Services which is the contracting authority for this procurement. The State seeks to establish a working relationship with a qualified procurement card services Vendor that has been the prime contractor for other states in the successful configuration and implementation of a card program and management system. This Scope of Services provides potential respondents with the information and guidelines necessary for developing the technical components of their proposals.

**In this procurement, the card-management system is of an importance equal to the card program itself.**

## **1.2. Project Overview**

The State of Delaware has an existing contract to provide state agencies and school districts with a VISA card program for procurement and/or travel purchases. The program is called the Delaware Procurement Card Program, aka P-Card: one card with purchasing and/or travel options, on the same card. The purpose of this procurement is to establish a new contract with a vendor to provide card and card management services to the State for an initial three (3) year term with options for two (2) one year extensions.

## **1.3. Technical and Management Requirements**

The technical and management requirements for this project are detailed in Sections 3 and 4 of this Scope of Work. Building on the current Delaware Procurement Card Program, the awarded Vendor shall provide Procurement Card services, a card management system and the implementation management services necessary to deploy the State's Delaware Procurement Card Program.

The State of Delaware has determined that it is best to define its requirements, desired operating objectives, and desired operating environment. It is expected a Proposer will propose to meet the State's needs set forth in this RFP. While the technical requirements describe what the State believes it needs for the purchasing card program and its card management system, they do not, in general, describe how the requirements will be met. The "how" of the project will be provided by the Proposer, using a proven methodology,

approach and work plan that the Proposer has used successfully in other Procurement Card services implementations and described in the Proposer response to this RFP.

#### **1.4. Pricing**

The State of Delaware seeks proposals which require no fees charged to the State. All expenses anticipated for the card and the Delaware Procurement Card Program are to be considered in the construction of the rebate schedule.

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## 2. Project Overview

### 2.1. Project Vision

In this procurement, the card-management system offered is of an importance equal to the card program itself. The State envisions a system that:

- Interfaces with an ERP system. A proposal submitted in response to this RFP must substantiate the Proposer's solution can be integrated with the existing PeopleSoft Financials version 9.1 (known within Delaware government as FSF) for transaction processing;
- Is capable of being compatible with future versions of PeopleSoft Financials
- Supports the accurate and timely recording of detailed funding distribution lines for Procurement Card transactions in PeopleSoft (department id & account code); Vendor managed 1099 reporting for Procurement Card Merchants; Pcard vendor is responsible for federal 1099 reporting
- Provides tools and transaction controls to manage fraud and abuse;
- Provides maximum visibility into State Procurement Card transactions, and
- Minimizes administrative burden on card users and managers throughout the processing lifecycle.
- Card maintenance is done centrally by the Division of Accounting (DOA) staff.

It is the State's desire to capture the greatest number of efficiency and quality benefits possible from the use of electronic purchase card technologies.

### 2.2. Background

The Department of Finance, Division of Accounting (DOA) is responsible for the direct oversight and management of the Delaware Procurement Card Program. As such, the DOA central P-Card production staff maintains cardholder accounts in the P-Card vendor's card application. This application is designed to enable the State to establish a database of card activity limits and to maintain and change those limits on a permanent or per transaction basis and to obtain other related services on a web site hosted and controlled by the P-Card vendor. There are 520 departments identified in the First State Financials system and over 4,800 state employees have the Procurement Card which obligates the State to pay for their purchases. The average total State monthly spending through Procurement Card is approximately \$6.4 million with an average of 12,300 transactions processed per month.

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**2.3. Transaction History**—The table below represents P-Card spend from FY10 through November 2012.

Pcard Spend FY10 to Nov, 2012						
	<b>FY 10</b>	<b>FY 11</b>		<b>FY 12</b>		<b>FY 13</b>
JUL	\$6,157,285.00	\$8,535,522.05		\$8,032,276.35		\$7,772,702.01
AUG	\$6,362,777.92	\$8,228,764.89		\$7,231,354.64		\$7,770,962.74
SEPT	\$5,604,110.18	\$7,389,664.79		\$7,135,541.29		\$7,369,667.29
OCT	\$5,630,415.11	\$7,584,152.39		\$7,321,491.20		\$6,703,053.12
NOV	\$6,377,816.67	\$6,955,442.03		\$6,944,372.92		\$6,421,363.95
DEC	\$4,947,859.05	\$6,431,453.53		\$5,641,277.16		
JAN	\$5,699,478.01	\$6,172,479.20		\$8,367,182.98		
FEB	\$5,843,301.64	\$7,588,295.13		\$6,239,058.99		
MAR	\$7,021,257.94	\$6,406,631.68		\$6,281,227.05		
APR	\$6,628,905.15	\$8,058,695.05		\$7,118,053.64		
MAY	\$7,284,864.45	\$7,384,375.55		\$7,252,112.22		
JUN	\$1,961,557.68	\$6,956,881.43		\$6,847,885.48		
	<b>\$69,519,628.80</b>	<b>\$87,692,357.72</b>	TOTAL	<b>\$84,411,833.92</b>	TOTAL	<b>\$36,037,749.11</b>
					<b>Grand Total</b>	
					<b>FY 10 – Nov 2012</b>	<b>\$277,661,569.55</b>

**2.4. State Organization**

**State Government: Basic Characteristics**

The structure of the State of Delaware’s government, which is similar to those of other states, consists of three branches that operate through a system of checks and balances. The chief executive officer of the State is the Governor. The executive branch is comprised of 16 cabinet level departments. The cabinet level departments include Office of Management and Budget and the Department of Finance which are responsible for the fiscal operations of the State. The legislative branch consists of the General Assembly, which is bicameral, with its House of Representatives and Senate. The most significant legislative committees addressing the State’s fiscal issues are the Joint Finance Committee (operating budget and Grant-In-Aid budget) and the Joint Committee on Capital Improvements (capital budget). These joint committees are composed of equal numbers of representatives and senators and are staffed by the Controller General. The judicial branch includes the Supreme Court (appeals court), the Court of Chancery (an

equity court with jurisdiction over corporate and other matters involving equitable distribution), and four other courts of law handling both criminal and civil matters. There are several other elected officials including the State Treasurer who signs all of the State checks and oversees the management of the State's bank accounts and the Auditor of Accounts who audits all State organizations' financial transactions. The State has 31,348 full-time equivalent positions budgeted for Fiscal Year 2013, 16,384 in the Departments (Executive, Legislative and Judicial branches) 13,874 in the public schools and 1,090 in institutions of higher learning (excluding the University of Delaware). Delaware is unusual in that the State government (not county or municipal governments) provides the funding and administers substantially all correctional, public health, welfare and transportation services for its residents.

For budgeting, accounting and reporting purposes the State government is broken out by Department, Division (also called appropriation unit) and budget unit (also called internal program unit). The biggest unit is the Department and is usually specified in the Delaware Code. There are 520 "Departments" (this includes the legislative and judicial branches and groupings of similar agencies, offices or other entities) in First State Financials (FSF). FSF is the State's internal identifier for PeopleSoft Financials. Also at this Department level are the State's 19 school districts and 21 charter schools that participate in the state's P-Card program. Departments consist of one or more Divisions, which are aggregations of one or more budget units. The budget unit is the smallest organizational unit receiving budget appropriations.

The Delaware Procurement Card Program is administered by the Department of Finance, Division of Accounting.

## **State Financial Management**

Delaware's long tradition of tightly managed finances and a premier credit standing has been recognized since Fiscal Year 2000 with AAA bond ratings from the three principal rating agencies (Moody's Investors Service, Fitch Ratings and Standard & Poor's). Four principles form the core of this approach: 1) controlling base budget growth; 2) developing sound and responsible tax policy; 3) financial flexibility; and 4) maintaining sizable cash balances in reserve.

Currently, the State budgets and controls its financial activities on the cash basis of accounting for its fiscal year (July 1 to June 30). In compliance with State law, the State records its financial transactions in either the budgetary General Fund or budgetary Special Funds. The budgetary General Fund provides for the cost of the State's general operations and is credited with all tax and other revenue not dedicated to budgetary Special Funds. All disbursements from the budgetary General Fund and certain budgetary Special Funds must be authorized by appropriations from the General Assembly. Budgetary Special Funds are designed for specific purposes and are credited with the tax or other revenue allocated to such fund and is charged with the related disbursements. There are also non-appropriated budgetary Special Funds (e.g., federal payments). Some agencies use both appropriated funds for operations and non-appropriated funds for special programs.

Capital assets are defined as assets which have a cost of \$25,000 or more at the date of acquisition and have an expected useful life of one or more years. All land and buildings are capitalized regardless of cost. Purchased or constructed capital assets are valued at historical cost or estimated historical cost.

The State has established and maintains an internal control structure designed to ensure that the assets of the State are protected from loss, theft or misuse, and to ensure that adequate accounting data are compiled to allow for the preparation of financial statements in conformity with Generally Accepted Accounting Principles (GAAP).

The amount of budgetary General Fund cash disbursements plus unliquidated encumbrances cannot exceed the amount appropriated for any budget line. Disbursements from State funds are controlled by an encumbrance accounting system within FSF that is designed to provide information on the actual extent of the State's obligations (as determined by purchase orders issued) and to guard against over-committing available funds. The State restricts commitments for budgetary General Fund expenditures by State organizations. Commitments to incur expenditures in excess of an appropriation (to be funded from unused funds appropriated from other agencies) must be approved by the Director of the Office of Management and Budget and the Controller General. "Available" funds may be set aside through properly issued and approved purchase orders. Disbursements based on these purchase orders cause a reduction in available appropriations. The availability of funds for the budgetary General Fund depends on funds being appropriated, however, in general, for budgetary Special Funds the cash must be on hand. The exceptions are for federal grants, the Transportation Trust Fund and bond authorizations. For administrative reasons, transactions such as salary and fringe benefit expenses, debt service, certain budgetary Special Fund expenses and purchases under \$5,000 do not require a formal encumbrance of funds.

At the end of the fiscal year, cash is reserved to pay outstanding encumbrances (purchase orders for goods and services not yet received or for which payment has not yet been made). Budgetary General Fund encumbrances are carried over as encumbered appropriations and paid out and recorded as disbursements in the succeeding fiscal year. All obligations created by purchase orders are liquidated upon satisfactory receipt of goods and services. Budgetary General Fund appropriations which have not been disbursed, continued or encumbered at fiscal year end, lapse. These lapsed appropriations are referred to as "reversions" in the State's finance reports.

Although the majority of the State's financial transactions are processed through FSF, certain budgetary Special Funds have financial activity, such as investments, outside the system. For example, the Transportation Trust Fund, the Delaware State Housing Authority, the deferred compensation programs and Delaware State University all maintain certain financial activity outside the system.

## **2.5. Technical Environment**

### **2.5.1 PeopleSoft Environment**

The State's PeopleSoft Finance system includes all or portions of 12 Oracle/PeopleSoft Financials system version 9.1 modules. Most relevant to the Delaware Procurement Card Program are the Purchasing, eProcurement, and Accounts Payable modules. The State utilizes the delivered Procurement Card functionality available in the Oracle/PeopleSoft modules.

The current infrastructure is a 4 tier Oracle/PeopleSoft system. Current Enterprise Resource Planning (ERP) systems are supported by the Department of Technology and

Information's Major Projects division, which uses a set of standard tools (shown below) that are being used by the Oracle/PeopleSoft Financials system version 9.1 for operations. The Department of Technology and Information (DTI) is hosting the necessary hardware infrastructure for the ERP Financials.

Relational Database	<b>Oracle 11.2.0.2</b>
Server Operating systems	<b>HPUX Itanium 11.31 64bit Windows Server 2008 R2 64bit</b>
Version Control	<b>STAT by Quest</b>
Process Scheduler	<b>Cybermation</b>
QA –Testing	<b>Mercury Test Director</b>
File Transfer	<b>SFTP (Secure FTP), Web services</b>
Network protocol	<b>TCP/IP for database server to app/web server (HTTPS for web server to web client)</b>
Email	<b>Microsoft Outlook</b>
Office Applications	<b>Microsoft office 2000, XP, 2010</b>
Report Distribution	<b>Mobius Document Direct.</b>
Web server Middleware	<b>Oracle Weblogic 10.3</b>
Web Browser	<b>Microsoft Internet Explorer</b>

Any other tools the Proposer may want to utilize must meet DTI's Architectural and Security standards. If Proposer's tools are determined not meet DTI's network or Security standards the Proposer shall make alternate solutions available.

If there is a need to access the State's technical infrastructure, individuals employed by the awarded Vendor will be required to go through the background security check and finger printing at the Delaware State Police prior to granting access to State infrastructure, and the awarded Vendor must sign DTI's Acceptable use policy and other related state policies on the Non disclosure Agreement.

## 2.5.2 SFTP Folder

The vendor is required to submit files securely through the State's SFTP folder.

<http://dti.delaware.gov/pdfs/pp/SecureFileTransport.pdf>

Standard ID:	<b>SE-SDT-001</b>
Title:	<b>Secure File Transport</b>
Domain:	<b>Security</b>
Discipline:	<b>Network Security</b>
Effective Date:	<b>12/29/2011</b>
Revision no.:	<b>3</b>
Original date:	<b>09/01/2004</b>

## File Transport

Component	Rating	Comments
SSH-2 (SFTP, SCP)	Standard	It must conform to RFC 4251 – The Secure Shell (SSH) Protocol Architecture (see <a href="http://tools.ietf.org/html/rfc4251">http://tools.ietf.org/html/rfc4251</a> )  Configure all servers to accept SSH-2

File transport with the State of Delaware is via SSN-2(SFTP, SCP). It must conform to RFC 4251 – The Secure Shell (SSH) Protocol Architecture (see <http://tools.ietf.org/html/rfc4251>). The preferred process is for the third-party vendor to place files they are submitting on the State File Exchange server, and to retrieve files that they are to receive from the same server. Alternately, for files that the vendor is to receive, they may be transmitted by the State of Delaware directly to a secured IP address.

## 3. Technical Requirements

### 3.1. Overview

The State’s Delaware Procurement Card Program requirements are described below. In general, they reflect functionality and services provided by the current Vendor and thus proposed vendors should acknowledge the ability and willingness to meet each requirement. The tables provided in this RFP will facilitate Vendor response and must be completed.

The awarded Vendor will assure the State that the access, use, and disposal of all data will be safeguarded, in accordance with federal and State laws and regulations. The selected Vendor must agree not to sell or use lists of cardholder names, addresses, or other privileged information for any purpose not related to this program. The Vendor must establish procedures to assure that information is not released to inappropriate individuals or organizations.

Should a breach of confidentiality occur as a result of an unauthorized disclosure by a person employed by the Vendor, or by any of its subcontractors, the awarded Vendor shall hold harmless the State of Delaware and its departments and personnel. The Vendor must assume total financial liability associated with any breach of confidentiality.

**The Vendor shall designate a single point of contact for program administration.**

### 3.2. General Requirements

**3.2.1.**At this time the State’s financial system will support only a MasterCard or VISA solution.

- 3.2.2. The State requires that the Vendor provide all cards and all services at no cost to the State or its employees.
- 3.2.3. The Vendor must include a plan for business continuation and or recovery as a result of disaster.
- 3.2.4. Cards must be issued to State employees without a prior individual credit approval and without an individual credit check.
- 3.2.5. The Vendor's system must be able to support the State's current transaction volume and allow for continued growth.

**Proposer Response:**

Proposals shall confirm the proposer's ability to meet the requirements of this section.

### **3.3. Card Limits and Restrictions**

- 3.3.1. The State must be able to block or grant ATM/Institution Cash Advance access on a card by card basis to include the issuing of PINs.
- 3.3.2. The State must be able to block card usage by Merchant Category Code (MCC). Vendor must state ability to restrict by MCC.
- 3.3.3. The State must be able to establish card limits on a real-time basis. Card limits include both a per transaction dollar limit as well as a monthly dollar limit.
- 3.3.4. A Proposer may have other limits, purchase restrictions or other types of restrictions or fraud controls available for use by organizations. The Proposer MUST describe these services in the proposal.

**Proposer Response:**

Proposal shall confirm the proposer's ability to meet the requirements of 3.3.1 through 3.3.3 and shall describe any services applicable to 3.3.4 of this section.

### **3.4. Customer Support**

- 3.4.1. The State will require substantial ongoing customer support from the awarded Vendor. Proposers are to describe their support systems for:
  - 3.4.1.1. Toll-free help line, domestic and international, for emergency situations, lost cards, stolen cards, reporting fraud, and other services the Proposer describes. This service must be available 24 hours per day on every day of the year.

**3.4.1.2.** Toll-free assistance line for account inquiries, billing information, reporting fraud, and other services the Proposer describes. This service must be available 24 hours per day on every day of the year.

**3.4.1.3.** Other customer support services the Proposer believes are of added value to its program.

**Proposer Response:**

For each of the major support systems in this section, Proposers are to describe in concise detail their system **inclusive of the number of support personnel, response times, and access hours.**

### **3.5.Enrolling New Organizations**

**3.5.1.**Proposers are to describe the procedure for enrolling State organizations in the program, including the required account setup information, cardholder name, master file contents, authorizations, applications, controls in place to ensure only authorized changes are made, and the forms and signatures that are required (samples are encouraged). The Proposer will also specify time frames for providing cards once the organization takes the necessary enrollment steps.

### **3.6.Adding New Cardholders**

**3.6.1.**Proposers will describe their procedure for providing new cards (not replacements) to State organizations already enrolled in the program, including all required account setup information, master file contents, authorizations, applications, controls in place to ensure only authorized changes are made, the forms and signatures that are required (samples are encouraged), and how the procedure can be accomplished with an “on-line” automated request. The awarded vendor must provide cards within seven to ten business days for standard requests.

**3.6.2.**Proposers will describe card shipping options for new cardholders and in so doing acknowledge their ability to comply with the following:.

**3.6.2.1.** If 10 or more new cardholder applications are requested on any given day, those cards are shipped overnight to the Division of Accounting.

**3.6.2.2.** New cardholder plastic is sent to Division of Accounting.

### **3.7.Account Changes and Rush Cards**

**3.7.1.**The State routinely makes changes to cardholder accounts, such as changes to names, addresses, card cancellations, and transfer to another organization. Every Proposer must describe its account change process, including:

**3.7.1.1.** Electronic options for requesting/making changes and the time frame for change enactment.

a. The State requires on-line real-time changes.

**3.7.1.2.** Authorized individuals who may request changes.

**3.7.1.3.** Controls in place to ensure only authorized changes are made.

**3.7.1.4.** What is the time frame for emergency or rush cards and is there a fee to the state for overnight delivery?

**Proposer Response:**

Proposers are to address each item in this section in concise detail their system **inclusive of ability to provide on-line real time changes.**

### **3.8. Lost, Stolen or Compromised Cards**

**3.8.1.** Upon discovering that a card is lost, stolen, or compromised, organizations will notify the awarded Vendor. Proposers will summarize its procedure for lost, stolen, or compromised cards, including:

**3.8.1.1.** Ways to notify Vendor (letter, toll-free telephone number, FAX number, electronic, etc.).

**3.8.1.2.** Customer service must be available 24 hours a day, seven days per week for notification.

**3.8.1.3.** Time frame for card cancellation after notification.

**3.8.1.4.** Time frame for mailing a replacement card after notification.

**3.8.1.5.** Average time required to obtain a replacement card.

**3.8.1.6.** Address how Proposer will handle the replacement of a lost or stolen card in the event the State requires account activation within 48 hours or less.

**3.8.1.7.** All lost/stolen reissued cards are sent to the Division of Accounting, not the cardholder organization.

**Proposer Response:**

Proposers are to address each item in this section in concise detail

### **3.9. Credit Card Cancellations**

**3.9.1.** Proposer is to describe its procedures for canceling a card.

**3.9.2.** The awarded Vendor must provide 60 day advance notice of any card slated for cancellation due to lack of activity. The State reserves the right to disallow any such scheduled cancellation.

### **3.10. Responsibility for Card Use**

**3.10.1.** The State will be responsible for every use of a card issued under this program, provided that:

**3.10.1.1.** The State organization authorized the issuance of the card; and

**3.10.1.2.** Purchase authorization by the Vendor was done in accordance with established card association rules and regulations.

**3.10.1.3.** Where the above conditions are not met, the State will not accept any liability for the card use.

**3.10.2.** There will be no State or employee responsibility for charges incurred from a lost/stolen card if the loss is reported to the awarded Vendor within five days of the known loss.

#### **Proposer Response:**

In its proposal, proposer is to acknowledge the responsibility for card use identified in this section.

### **3.11. Card Format**

**3.11.1.** The State desires a distinctive card for its program. The Proposer should be prepared to design, in conjunction with the State, a card format that must include at minimum the following:

**3.11.1.1.** Name STATE OF DELAWARE.

**3.11.1.2.** Seal of the STATE OF DELAWARE.

**3.11.1.3.** Phrase "FOR OFFICIAL USE ONLY."

**3.11.1.4.** State tax-exempt number.

**3.11.1.5.** Card design and color.

**3.11.1.6.** Protective card covers.

**3.11.1.7.** Other items as negotiated between the State and the Vendor.

**3.11.1.8.** Employee name or organization name.

**3.11.1.9.** Toll free 24-hour per day customer service number.

**3.11.2.** The State maintains final approval of the card design.

**3.11.3.** The State also desires the ability to order cards with no distinctive governmental affiliation for those cardholders who should not readily be identified as a State employee.

**3.11.4.** Additionally, the Proposer should cite any other design features it believes would assist with card acceptance or the prevention of misuse. Samples/sketches are required.

**Proposer Response:**

In its proposal, proposer is to acknowledge its ability to meet the card format requirements of this section and to identify any additional features the proposer has the capacity to offer to prevent misuse of the card.

**3.12. Billing System**

**3.12.1.** Every Proposer must describe its basic system for billing, **examples and samples are encouraged**. Further, the Proposer should discuss the adaptability of its system to organization requests for changes, such as additional data elements, characters, or control numbers. At a minimum, every Proposer should explain:

- 3.12.1.1. Cardholder billing statement format and displayed information.
- 3.12.1.2. How cardholder billing statements will be distributed to customers, including electronic options.
- 3.12.1.3. Who will receive cardholder billing statements and available options to add other recipients/parent organizations.
- 3.12.1.4. Billing cycles and available options (i.e., multiple cycles).
- 3.12.1.5. Length of time from close of a billing cycle to statement.
  - a. Statement must be available electronically from the successful vendor’s card management site the morning following the billing cycle end date.
- 3.12.1.6. Software/technology available for transaction review.
- 3.12.1.7. Ability to limit viewing of information on an organization by organization basis (scoped viewing).
- 3.12.1.8. The Proposer shall indicate ability and method to provide the following:
  - a. Monthly invoice for all statewide charges and credits transacted in the statement period.
  - b. Detailed electronic report of all statewide transactions to support the summary invoice, available the first morning following the end of the billing period.

**3.12.2.** The Proposer shall describe the reallocation software that will be made available to the State. Reallocation will allow the default account coding to be changed before the transaction is finalized and processed into the State’s accounting system at the end of the billing cycle. The description should include the name of the reallocation software, a thorough explanation of the application’s functionality, and what equipment is required to run the application. Web-based software is required.

- 3.12.2.1. Identify whether cardholders can be set up with “read only” access.

**3.12.3. The billing date will be agreed upon between the State and awarded Vendor. Upon receipt of the summary level invoice and supporting transaction detail report, the awarded Vendor will be paid within the period agreed upon between the State and awarded Vendor. Acceptable payment methods to include ACH or Wire Transfer to be posted to the State's account.**

**Proposer Response:**

Proposer is to respond in concise detail to each item in this section and to acknowledge its ability to meet the identified time requirements.

**3.13. Card Re-issuance**

**3.13.1.** Proposers shall describe their policy on frequency of card re-issuance.

**3.13.2.** Reissued cards (renewal/expired) are sent to the organization.

**3.13.3.** Reissued cards must be received no less than 30 days prior to the expiration of the existing card.

**Proposer Response**

Proposer is to respond to each item in this section and to acknowledge its ability to meet the identified time requirements.

**3.14. Disputed and Fraud Items**

**3.14.1.** Every Proposer should explain in its proposal a process for handling disputed and fraudulent items, including:

**3.14.1.1.** Instructions for a cardholder who wants to dispute an item on his or her statement or submit notice of an item believed to be fraudulent.

**3.14.1.2.** Provisions for notating the pending dispute or fraudulent item on a cardholder's account.

**3.14.1.3.** Provisions for correcting a cardholder's account if dispute is settled in cardholder's favor or transaction is confirmed fraudulent.

**3.14.2.** Define the timeframe for crediting the disputed or fraudulent item to the cardholder's account.

**3.14.3.** Proposer must describe any program for eliminating/reducing card fraud

**3.14.4.** The State prefers the Proposer offer a single point of contact for all disputed and fraud transactions

## **Proposer Response**

Proposer is to respond to each item in this section in concise detail

### **3.15. Information Technology**

**3.15.1.** Currently data files are exported from a Web-based application.

**3.15.1.1.** Proposer shall include in its proposal how data files will be provided.

**3.15.2.** The awarded Vendor will maintain an Information Technology Risk Management Program that meets or exceeds the requirements of the OCC and the FFEIC as well as the Gramm-Leach Bliley Act and other applicable data privacy laws and regulations.

**3.15.2.1.** Proposers shall include in its proposals how these requirements will be met.

**3.15.3.** The awarded Vendor will be responsible for ensuring that all services, products and deliverables furnished will comply with State standards promulgated by the Department of Technology and Information ("DTI"), inclusive of Terms and Conditions for Cloud Contracting and External Hosting, published at <http://dti.delaware.gov/>.

**3.15.3.1.** In submitting a proposal, the Proposer shall be deemed to acknowledge it has fully informed itself of the standards promulgated by DTI.

### **3.16. Supporting Documentation**

**3.16.1.** Proposers shall identify the length of time they maintain supporting documentation.

**3.16.2.** Proposers shall identify how supporting documentation will be provided to the State if required during the contract term.

**3.16.3.** Proposers shall identify how supporting documentation will be provided to the State if required after the contract termination.

### **3.17. Additional No Cost Features**

**3.17.1.** Proposers shall describe what travel, accident, and baggage insurance coverage the Vendor's card program provides State employees at no additional cost.

**3.17.2.** Proposers shall specify any additional no cost features available with the Proposer's credit card such as travelers' checks, emergency check cashing privileges, etc. which may be offered to the State

### **3.18. Reporting**

**3.18.1.** The State requires complete card management reporting. Such reporting is to be considered by the Proposer in the development of its rebate schedule as the State will not entertain additional invoicing for card management reporting. Reporting must be accessible on-line to multiple users from multiple locations throughout the State. Access to reports must be on a real-time basis via web-based software provided by the Proposer. Access to the reporting system must be through a secure connection. The reporting system must provide reporting at different levels (State, organization, unit within organization, cardholder, etc.) Only the State P-Card program administrator(s) will receive or will have access to aggregate program information. Reporting received or accessed by an individual organization or cardholder shall be specific to the organization or cardholder. Reporting should be available in multiple formats (e.g. PDF, text, Excel, HTML, browser, etc).

#### **Proposer Response**

Proposer is to identify the reports available and its ability to make reporting organization or cardholder specific. Proposer ability to schedule on-demand ad-hoc reports will be considered a valuable capability.

**3.18.2.** The reports should contain, at a minimum, the information listed below or an acceptable equivalent, have the capability to be organized and presented as a summary level for the statewide and organization reporting levels, be able to be filtered by selected date ranges and be able to be sorted by any field.

- 3.18.2.1.** List of cardholders by State, organization, etc.
- 3.18.2.2.** Detailed transaction listing by cardholder.
- 3.18.2.3.** Detailed transaction listing by organization or unit within the organization.
- 3.18.2.4.** Summary listing of activity by merchant type.
- 3.18.2.5.** Detailed listing of transaction by merchant type, cardholder.
- 3.18.2.6.** Monthly listing of all cards reported lost or stolen, including date account was closed.
- 3.18.2.7.** Listing of all accounts closed during the month and the date of closing.
- 3.18.2.8.** Listing of all disputed transactions submitted by State organizations.
- 3.18.2.9.** Daily listing of all declined transactions by organization, cardholder.
- 3.18.2.10.** Listing of all authorized card users by account.
- 3.18.2.11.** Listing of detailed transactions, by organization, that are subject to IRS Form 1099 reporting.
- 3.18.2.12.** Listing of detailed transactions by merchant that are subject to IRS Form 1099 reporting.
- 3.18.2.13.** The Vendor shall provide any reports that are not available via the online reporting system that are reasonably necessary for the State to effectively operate and manage the P-Card program.

#### **Proposer Response**

Proposer shall confirm its ability to provide the minimum information detail identified in this section and acknowledge the need to provide reporting reasonably necessary for the State to effectively operate and manage the P-Card program.

### **3.19. Innovative Concepts**

**3.19.1.** The State has outlined numerous major services it will require from the awarded Vendor. However, the State does not want to limit a Proposer's creativity in preparing a proposal. Thus, every Proposer, in addition to its responses on the major services, may submit material on innovative concepts. In choosing innovative material, the Proposer should focus on ideas that will help the State and organizations meet the goals of the program. Innovative concepts might involve:

- 3.19.1.1.** Alternative payment programs.
- 3.19.1.2.** Unique card features.
- 3.19.1.3.** Advances in fraud detection.
- 3.19.1.4.** Specialized customer services.
- 3.19.1.5.** Timesaving items on billing statement.
- 3.19.1.6.** Specially created and informative management reports.
- 3.19.1.7.** Vendor relations and marketing.

### **3.20. Implementation**

**3.20.1.** The awarded Vendor will work with designated State personnel during the implementation of the contract and must be capable of making an orderly transition of services to coincide with the expiration of the current contract, but no later than 90 days from contract execution, without any interruption of services to the State.

**3.20.2.** The awarded Vendor must provide a detailed implementation project plan for accomplishing all of the work/tasks proposed in this RFP. If a "phased-in" conversion is proposed, the start of the phase-in must be coordinated with the State. This should include the Vendor's approach to testing, meeting the required time lines for implementation, transitioning issues, and solutions for transitioning from the current contractor.

**3.20.3.** Proposers shall describe in concise detail each task of the implementation process, from initial contact to full functionality. Identify the work elements of each task, the resources assigned to the task, and the time allotted to each element and the deliverable items to be produced. Where appropriate, a chart display should be used to show project, task, and time relationship. Suggested steps may include but are not limited to:

- 3.20.3.1.** Analysis of interface/programming - testing and verification
- 3.20.3.2.** Documentation
- 3.20.3.3.** Training
- 3.20.3.4.** Card issuance
- 3.20.3.5.** Implementation

**3.20.4.** Weekly Development Status Reports.

- 3.20.4.1.** The awarded Vendor must provide weekly status reports. Status reports are due by the close of business each Monday for the preceding week through the

implementation date of the program. The report shall cover the overall progress of the program's development and will be used throughout the initial development phase of the project and any subsequent expansion of the program. Reports shall be provided to the State's Program Administrator. The report shall contain the following information:

- a. Date of report.
- b. Project manager name.
- c. Project manager telephone number, fax number, e-mail address.
- d. Brief description of the work accomplished, emphasizing progress made since last reporting period.
- e. Description of any unresolved and/or anticipated problems, if any.
- f. Name of individual(s) assigned to problems.
- g. Anticipated resolution date with recommendation for resolution, and whether the issue(s) will impact the implementation schedule.
- h. Estimate of the percent of work accomplished to date.
- i. Statement on the status of the program as it relates to the work breakdown schedule, either confirming that the task is on schedule or explaining the nature and extent of any pending delay.
- j. Updated charts should be provided.

- 3.20.4.2.** Problem Identification Report. An "as required" report, identifying problem areas. The report should describe the problem and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each, and include Vendor recommendations with supporting rationale.

#### **Proposer Response**

In developing a response to all items in this section, Proposers are encouraged to consider Section 4.1 Project Approach, Plan, and Team.

## **4. Management Requirements**

### **Management Topics**

In the event that a new Vendor is selected for the State of Delaware Procurement Card Program, it will be the responsibility of the new Vendor to lead the transition to the new program. The State of Delaware will depend on the awarded Vendor to successfully implement the new program within the scheduled time frame. Proposals shall identify project team members for this transition.

### **4.1 Project Approach, Plan, and Team**

It is expected that the Vendor will implement the new card program over the course of three or four calendar months depending on the exact date the State awards the Delaware Procurement Card Program contract. The awarded Vendor will submit a project task plan and schedule, based on the approach, methodology and tools used successfully by the Vendor in previous engagements. The Vendor will be responsible for regular reporting of progress against the

plan, recommending corrective actions to be taken in the event of unanticipated changes to the plan or schedule, and regular updates to the plan and schedule to accommodate any changes.

Expected Deliverables and Work Products:

- Final Project Work Plan (Deliverable)
- Project Status Reports (Work product)

**Proposer Response**

The proposal must describe the Proposer’s philosophy, methodology, and approach to this implementation project and to project management; describe the methods, tools, and techniques the Proposer intends to use in providing project management services; describe the Proposer’s approach to managing the schedule, controlling costs, and mitigating risk. In addition, a successful proposal will include a preliminary plan or outline of the expected implementation process.

Key project milestones, time requirements, and special considerations are to be communicated in a format similar to the table below. Milestones in the Proposer’s implementation process shall include, at a minimum, those identified below.

<b>Milestone</b>	<b>Time for Completion (from contract effective date)</b>	<b>Considerations (if any)</b>
Test 3 <sup>rd</sup> party card maintenance test application	Within 30 days	Test system to be available
Test Cardholder File	Within 45 days	Test system to be available
Test file transaction interface with FSF	Within 45 days	Test people and test transactions in development database
Successful load of cardholder interface and transaction files	Within 2 months	
Issuance of new cards	Within 2 months	Sort cards by department / hierarchy
Conversion complete	Within 3 months	
Report Samples	Within 2 months	

The proposal must identify the Proposer’s team members who will be involved in project implementation and ongoing support should the Proposer be selected for award. Using a format similar to the table below, the Proposer shall identify the title, project responsibility, and percentage of project involvement for each team member. The proposal shall identify the qualifications of each team member in sufficient but concise detail. The State reserves the right to request changes to team members or the roles they will play.

Team Member	Title	Project Responsibility	% of Project Involvement

## 4.2 Business Process Workflow Design

It is the intention of the State of Delaware to utilize the Delaware Procurement Card Program with the existing First State Financials (FSF / PeopleSoft). It is expected the awarded Vendor will assist in the interface of the Delaware Procurement Card Program transactions and cardholder data with the financial system.

### Proposer Response

The Proposer shall include in its response an approach to review the business process documentation and then provide a recommended methodology for implementation and documentation of the configured business processes and workflows PeopleSoft Financials system version 9.1. This recommendation must address the expectations of the State as outlined in Section 2 of this Scope of Services.

## 4.3 Implementation Issue and Risk Management

The State recognizes that unforeseen conditions could potentially delay the implementation of the new Delaware Procurement Card Program. Drawing upon experience with similar implementations, the Proposer is expected to identify these potential issues and risks and to propose appropriate steps to avoid or mitigate them.

### Proposer Response

The Proposer shall describe in its response its issue and risk management strategy, including a detailed description of its methodology, plan or process, and the respective responsibilities of the State and the Proposer. This response shall also contain a description of any templates, flows, functions, and communications that are available to project managers to use in risk identification, risk analysis, risk mitigation, risk reporting and risk tracking and how these elements are used to address issues and risks associated with cost management, schedule management and performance (quality) management.

## 4.4 Organizational Change Management

The awarded Vendor will be responsible for facilitating the development of audience appropriate materials in conjunction with the State in order to communicate any changes in the Delaware Procurement Card Program to the State financial users, cardholders and stakeholders.

### 4.4.1 Proposer Response to PeopleSoft Upgrades

The proposal must describe the Proposer's Organizational Change Management methodology, the approach that will be used in the project and a how this approach will ensure confidence in the ability of the affected State employees to realize success throughout the implementation of the new Delaware Procurement Card Program.

The proposer's response must identify State and Proposer responsibilities for Change Management objectives. The work plan must identify key milestones in this process, define a mechanism for tracking progress, and identify major deliverables of this process. The response must include a comprehensive strategy of how audience-appropriate materials for the delivery of messages identified in a communications plan will be developed. In addition, the response needs to provide a plan of action to address the Change Impacts identified within the context of each affected Oracle/PeopleSoft Financials system version 9.1 module and any future version upgrades prior to the end of the awarded contract.

**The Proposer must acknowledge responsibility for responding to PeopleSoft upgrades and Maintenance Packs and must supply a detailed plan of action.**

#### **4.4.2 Proposer Upgrade Strategy**

It is anticipated that over the course of the contract the awarded Vendor will likely upgrade the card management software or other aspects of their card program. The Proposer must describe their process for the implementation of such upgrades.

##### **Proposer Response**

The Proposer must describe their process for implementing software and card program upgrades. This strategy should include a review of the programming and training effort the Proposer will apply to the Delaware Procurement Card Program. Include in this strategy the extent of State effort expected in **order to implement upgrades in the Card Management software and program.**

#### **4.5 Communications Plan**

The awarded Vendor will be responsible for facilitating and reviewing audience-appropriate materials along with the State for the delivery of messages identified in a communications plan. It is expected that functional impacts will be identified as the State implements the new Delaware Procurement Card Program as a result of process and procedural changes. The awarded Vendor will be responsible for developing the materials for all these impacts. The awarded Vendor will be responsible for assisting the State in executing all message deliveries.

##### **Proposer Response**

The proposal must describe the Proposer's communications delivery methods, the approach that will be used in this project and a discussion of how this approach will ensure confidence in the ability of the affected State employees to improve the efficiency and effectiveness of their use of the Procurement Card. The response must include a comprehensive description of how audience appropriate materials for the delivery of messages in the communications plan will be developed.

#### **4.6 Training**

To prepare for the implementation of the Delaware Procurement Card Program, training must be provided for all current and potential Procurement Card users. Additionally, there will be

some train-the-trainers (TTT) education to prepare for standardized quality training. All personnel who are identified as card users for the new Delaware Procurement Card Program in all State organizations will be required to attend all or some of the training. The training covered within the scope of this RFP includes provision of appropriate training products for the Delaware Procurement Card Program.

**The proposer must address training in the following formats:**

- **Webinar**
- **Onsite**
- **Job Aids**

### **Proposer Response**

The proposal must describe the Proposer's approach to the delivery of the training products described above. This description must identify any support the Proposer expects from the State for each of the training objectives.

## **4.7 Help Desk**

The implementation of both credit cards and card management for the new Delaware Procurement Card Program is anticipated to have an impact on the demand for and delivery of help desk services. The awarded Vendor will be responsible for providing help desk operations to support the new Delaware Procurement Card Program for credit card transactions and card management.

### **Proposer Response**

Proposers are to incorporate support for the help desk function into their proposal. The proposal should include a description of the following: a) coordination of the State help desk with training activities; b) recommended help desk software tools; c) training to be provided to the State help desk agents; d) suggested escalation procedures; e) interim staffing for peak help desk demand periods and transition to a permanent arrangement; and f) development of a help desk knowledge base.

## **4.8 Interface Development**

Constructing interfaces will require cooperative efforts involving State and awarded Vendor staff. The awarded Vendor will be responsible for the definition of the inbound and outbound file layouts to send and receive financial data with external systems and the development of all interface programs for data entering or leaving the Delaware Procurement Card Program management system.

### **Proposer Response**

The Proposer shall describe the capabilities of its Procurement Card product regarding interfaces with FSF (the current accounting system). The Proposer should elaborate on the ability to extract data in various formats from their system for analysis or to interface with our accounting systems.

## 4.9 Cardholder Interface Business Requirements

### **PURPOSE:**

The State of Delaware's financial system of record is PeopleSoft Financials, version 9.1, (FSF). This state uses delivered functionality for Procurement card management and transaction reconciliation. The cardholder tables are populated via a nightly (weeknight) interface sent from the procurement card vendor to a secure server. The interface file contains data from the vendor's 3<sup>rd</sup> party card management software application. The interface script validates the employee id against HCM. If the validation is successful the cardholder file loads.

### **BUSINESS PROCESS DESCRIPTION:**

- The cardholder interface file runs on a daily frequency, Monday through Friday, nightly.
- State receives via file transmission
- State loads the cardholder records into PeopleSoft with employee id values

### **CUSTOM FILE REQUIREMENTS:**

- File Type: Fixed length
- Delimiter: none
- Use Text Qualifier: No
- Encoding: ASCII
- Frequency: Daily
- Custom Fields: Proxy ID and Rolename (DE\_PCARD\_ADMINISTRATOR)

### **FILTERS:**

Filters (triggers) are actions taken in the vendor's third party card management application that would trigger the record to go to the nightly interface file. The file should only pick up any **new** cards and those cards whose status was changed since the last time the file was transmitted. If the account status changes more than once per day, then the record on the file would reflect the most recent change.

### **ASSUMPTIONS:**

- Date format should be MM/DD/YYYY
- Numeric and alphanumeric fields will be left justified, space padded.
- Each record will include a carriage return/line feed.
- Vendor will provide field for the cardholders 6 digit employee id.
  - Some of these values will have leading zeros
- Test files will be required pending award to selected vendor

### **CLIENT DEPENDENCIES:**

Use of PeopleSoft functionality is dependent on loading cardholder records through interface file.

**FILE NAMING CONVENTIONS:**

Type of File	Filename	Purpose
Text	DPO003.TXT Due to the format of the output, the file will overwrite the file generated on the previous run. If no data is found, then create an empty file.	File name for transmission

**FILE LAYOUT**

Field	Format	Position on the file	Maximum Length	Description/Example
1. Employee ID	Alphanumeric	1	6	If length is less than 6 characters, then fill with leading zeros. Example: 123456 or 012345
2. Card Issuer	Alphanumeric	7	5	Example: VISA or MC
3. Account Number	Alphanumeric	12	10	Constant value of 56000
4. Cardholder account number	Alphanumeric	22	20	Ex: 66665555444433332222
5. Cardholder Expiration date	Date	42	10	Ex: MM/DD/YYYY
6. Date Issued	Date	52	10	Ex: MM/DD/YYYY
7. Card Type	Date	62	4	Ex: VISA or MC
8. Vendor Card	Alphanumeric	66	1	Y or N, default to N constant value
9. GL Business Unit	Alphanumeric	67	5	Constant value STATE
10. Custom Field is Operator ID in FSF	Alphanumeric	72	30	This is the states Proxy ID. Constant value: DE_PCARD_ADMINISTRATOR
11. Role Name	Alphanumeric	102	30	This is the states Proxy ID. Constant value: DE_PCARD_ADMINISTRATOR

**Proposer Response**

Proposer will validate the capacity to meet the file definitions listed above and the ability to provide cardholder test files to the extent where a testing database is provided to the central P-Card team to execute the triggers above for creation of testing files for the cardholder data interface file.

#### **4.10 Data Conversion**

The Proposer is expected to provide for the conversion of cardholder profile data from existing Delaware Procurement Card Program to the new card administration system. The State's existing system contains information on approximately 4,800 cardholders that the State expects the Vendor to convert to the new card administration system

##### **Proposer Response**

The Proposer shall describe the process recommended for data conversion and migration, specifying where and when this task or subtasks fit into the overall project workplan and identifying responsibilities (State and Proposer) for these activities.

#### **4.11 Reporting**

The Proposer shall describe the reporting capabilities of their product. The description should include an explanation of the delivered reports as well as a review of the ability to customize existing reports and create new ones. Reporting capabilities should include:

- Ability for the State to run reports to show activity for: daily, weekly, monthly, quarterly, yearly, and for a period between any two dates chosen by the central team end user.
- Ability for the State to retrieve the monthly statement the next day after the billing cycle ends.

##### **Proposer Response**

The proposer response must describe the approach for the planning, identification of report requirements, and development of report design. The Proposer shall describe the recommended process for report development and recommended reporting tools. Furthermore the Proposer must specify where and when these tasks fit in the overall project plan.

#### **4.12 Security**

The Proposer must describe the security features of their proposed solution for the Delaware Procurement Card Program from the perspective of user review of transactions as well as card activation and Personal Identification Numbers (PIN). The Proposer shall explain how their proposed product will control access to card transactions. The Proposer shall discuss the process for the secure delivery of new or replacement cards and the secure process for the activation of those cards.

##### **Proposer Response**

Proposers, in response to this topic, must describe the roles utilized in the management of the card from the card holder to the Delaware Procurement Card Program Administrator as well as the functionality available for each role. In their response the Proposer should discuss their proposed card security procedures

#### **4.13 System Rollout**

The awarded Vendor is responsible for working with the State to develop the rollout plan, which documents the schedule, procedures and contingency plans for the deployment of the new Delaware Procurement Card Program, and for producing close-out documentation, documenting successful implementation and acceptance of the new Delaware Procurement Card Program.

The State is expecting the awarded Vendor to be present and coordinate the rollout planning and the transition to the new Delaware Procurement Card Program. The State will manage and execute the actual rollout activities.

##### **Proposer Response**

The Proposer's response must describe its approach to implementation and rollout planning, identify its successful rollout strategies and techniques, explain its preference (and illustrate with success stories) and recommend a preliminary rollout strategy for this implementation project and describe the relative roles of the State and the Proposer assumed for this recommendation.

#### **4.14 Post Implementation Support**

The awarded Vendor is expected to provide support for the new Delaware Procurement Card Program after implementation for the life of the contract. The Proposer must describe the support that will be provided for the Delaware Procurement Card Program.

##### **Proposer Response**

The proposal must describe the Proposer's philosophy and approach to providing the technical and functional post implementation support requested and identify the resources it would make available to the State to provide this support.

#### **4.15 End of Term Transition**

The awarded Vendor must agree that at the end of the contract term, the Vendor will work with the State and subsequently awarded vendor to ensure an efficient and effective transition takes place within three (3) months.

##### **Proposer Response**

The Proposer must describe their end of contract transition plan to include staffing, timeline, card deactivation and closure, account reconciliation and final payment, and data transfer.

### **5. Rebate and Price Schedule**

The State of Delaware seeks proposals which require no fees charged to the State. All expenses anticipated for the card and the Delaware Procurement Card Program are to be considered in the construction of the rebate schedule.

### 5.1. Rebate Schedule

Annual Contract Volume	Rebate in Basis Points	Prompt pay Rebate in Basis Points
\$0 - \$XXX		
\$XXX - \$ XXX,XXX		
\$XXX,XXX - \$XXX,XXX		

Proposers should provide a table similar to that above with their rebate proposal tiers. Proposers should incorporate as many rows as necessary to outline their proposal tiers. For each proposal tier please supply the associated rebate in basis points.

The rebate will be computed annually at the conclusion of the fiscal year and will be based on the total contract volume for all participating agencies in the Delaware Procurement Card Program . The computation will be based on the previous twelve months’ transactions. At anytime during the contract the Vendor's rebate/discount/incentive may be adjusted with the mutual agreement of both the Vendor and the state.

#### Proposer Response:

**\*\* IMPORTANT:** The rebate schedule is not to be imbedded within the proposal. The rebate schedule **must** be the final page of the required paper copies of proposals and **must** be a separate file on the required CD copies of the proposals.

### 5.2. Additional Incentives

Describe additional features, if any, which may be offered to the State. Describe what travel, accident, and baggage insurance coverage, the Vendor’s card program provides State employees. Specify any additional features available with the Vendor’s credit card such as travelers’ checks, emergency check cashing privileges, etc. Describe what protections are given to the State for preventing employee fraud.

The following format should be used to propose any additional incentives:

Description of Incentive	Dollar Value

### 5.3. Software

Vendor shall provide cost information for all software, associated hardware, support services, and potential data conversion to convert current data to your system.

In the proposal, please show all purchase, licensing, and maintenance costs. If software must be licensed per work station, show each workstation license cost. Note if any site license/master

license program is available. Please provide a copy of this proposed license agreement. If there is a software maintenance agreement, please provide a copy of this proposed agreement. Indicate support capabilities and availability; indicate whether upgrades and to what degree (i.e., full vs. incremental) are included in the maintenance agreement.

#### **5.4 Fee Structure – Other than State of Delaware**

The State of Delaware seeks proposals which require no fees charged to the State. Proposers shall provide information on all fees that may be incurred by other participants in a given transaction such as interchange fees, merchant fees, checkout fees, etc.

**5.4.1** The awarded Vendor shall communicate to the State through written correspondence directly to the manager of the State's Procurement Card Program any intended changes to the fee structure during the term of the contract. Such notification shall be made prior to implementation of any changes. Notification is required for evaluation of potential impact to the merchant community and continued acceptance of the Delaware Procurement Card. The State reserves the right to engage the awarded vendor in seeking modifications to any intended fee changes.