

City of Monroe
Monroe, Louisiana



CITY OF MONROE

Request for Proposal
RFP NO. ACC2024

Issue Date: April 22, 2024

Due Date: May 21, 2024

Note: All times referenced in this request are Central Time.

TABLE OF CONTENTS

Introduction	1
Proposal Response Information	2
Communications/Correspondence	3
Current City P-Card and Purchasing Environment	4
General information	5-7
Proposal Response Format	8-9
Selection Process	10
Conditions of the RFP and Contractual Intent	10-11

Introduction:

The City of Monroe, Louisiana ("City") is seeking proposals for a Procurement Card ("P-Card") program. Sealed proposals will be accepted and evaluated in accordance with the instructions provided within this RFP.

The primary objective of the P-Card program is to simplify the purchasing process by establishing a user-friendly, flexible process that provides internal controls to limit liability to the City and prevent fraud throughout the term of the contract.

Additionally, the City is interested in streamlining its payment process by reducing the number of checks issued and paying selected vendors through the P-Card and E-payment programs that are offered.

A secondary objective is to obtain a cash rebate based upon spend volume by the City.

This RFP and the Provider's responses to it will guide the City towards a narrow selection of Provider demonstrations to be conducted at a later date. Providers will be notified of their further consideration or exclusion by email no later than June 4, 2024.

The selection may result in the awarding of a multi-year contract with an option to renew for additional similar multi-year-periods subject to any required City Council approval. The contract shall begin upon execution of an agreement between the City and the awarded P-Card Provider.

Proposal Response Information:

The City will post this Request for Proposal document on the City website at:

www.monroela.us

Proposal Due Date: Proposals must be received by the City's Director of Accounting no later than 3:00 pm, May 21, 2024.

Proposers must submit in a sealed envelope, with the name of the firm submitting the proposal clearly marked on the outside of the envelope, along with the RFP ID#.

Proposals may be submitted via mail or hand delivery.

City of Monroe
Attn: Melanie Watson
Director of Accounting
P.O. Box 123
400 Lea Joyner Memorial Exp
Monroe, LA 71210

Communications / Correspondence:

To assist all proposers in obtaining clarity of scope and a clear understanding of the requirements of this RFP, proposers may present clarifying questions by 5:00 pm, May 8, 2024.

All communications and correspondence relative to this RFP should be sent by email to:

Melanie Watson, Director of Accounting
(melanie.watson@ci.monroe.la.us)

or

Lee Futrell, Assistant Director of Accounting
(lee.futrell@ci.monroe.la.us)

Responses to all inquiries/questions will be sent to all proposers by email to the contact listed in the proposal by 5:00 pm, May 14, 2024.

Should any proposer make any effort to communicate with any elected or other official of the City, either directly or indirectly regarding this RFP, during this process they will be *EXCLUDED* from consideration.

Summary Time Frame:

The following timeline is subject to change by the City:

Event	Date	Time
Issue RFP	April 22, 2024	
Deadline for Submittal of Written Questions	May 8, 2024	3:00 pm
RFP Deadline	May 21, 2024	3:00 pm
Short list	June 4, 2024	
Award date	June 28, 2024	
Project begin date	TBD	

Current City P-Card and Purchasing Environment:

The City does not currently have a P-Card program; however, it does have a Commercial Card program with 31 senior level employees participating. The Commercial Card program will be discontinued.

With the assistance and support of the selected P-Card Provider, the City intends to move toward a “best practices” P-Card program and plans to grow the program as it becomes increasingly comfortable with the concept and the internal levels of control and reporting that are implemented.

The City plans to begin the program with approximately 30 employees receiving cards and the training necessary for a successful implementation. The City is estimating that the first year annual spend will be approximately \$2,000,000, however, this could be considerably higher as the P-Card is integrated into the City’s Purchasing/Accounts Payable processes.

The following table provides an indication of the potential P-Card activity that might be able to be achieved based on the previous fiscal year:

Total Number of Invoices Paid

	<u>Number</u>	<u>Amount</u>
a. \$00.00 - \$49.99	6,164	\$ 152,261
b. \$50.00 - \$99.99	3,811	\$ 278,515
c. \$100.00 - \$249.99	8,513	\$ 1,488,339
d. \$250.00 - \$499.99	1,869	\$ 649,419
e. \$500.00 - \$1,000.00	1,435	\$ 996,957
f. >\$1,000.00	3,118	\$ 25,118,470

Total City has a vendor file that consists of approximately 1,400 vendors.

A vendor pay file with payments made over a recent twelve-month period is being provided with this RFP for review and analysis by those interested in submitting a proposal.

General Information:

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

- Single transaction dollar limitation - Established per individual card, not to exceed the municipal-established individual cardholder maximum dollar limit.
 - Velocity limitation - Number of card authorizations per designated period-for example, a specified number of transactions per day or twenty-four (24) hour period.
 - Maximum dollar limitation per period - Maximum monthly/daily dollar amount per individual cardholder.
 - Vendor and commodity blocking - Restrictions on the types of vendors authorized to accept the card and the types of commodities purchased.
 - The Program must integrate with Tyler Technologies New World ERP software without additional costs to the City.
 - The Program must offer VISA or Mastercard.
 - The Program must include Level III data.
1. *Detail any costs and fees associated with the startup and maintenance of the program.*
 2. *Describe the unique characteristics or functionality of your purchasing card program that differentiate it from peer offerings.*
 3. *Describe your rebate program structure.*
 4. *Specify rebate earnings potential based on additional card enrollment, vendor pay enrollment, and the amount of sequential spend required to achieve increasing rebates.*
 5. *Describe best practice tools and processes your program offers to the City which is transitioning from a legacy card program offering limited features and few administrative functions.*
 6. *Describe your implementation plan for onboarding a new client, including any “heavy lifting” your team can perform on behalf of a client. Specify resources you offer for the implementation effort, including on-site training, materials, telephone support, and other aids such as videos and online support tools to ease and improve cardholder adoption, utilization, and compliance.*

7. *Describe standard “out of the box” reports or custom reporting available, including providing data examples if available, and specify the support you can provide for either type of report.*
8. *Describe and provide examples of “dashboard” features available to administrators or executives to provide high-level spend and analysis of card utilization, transaction metrics, etc.*
9. *List the file types and methods in which monthly transaction details can be regularly pushed to the City (preferred) or downloaded by the City and describe the process for how it is performed. Verify transaction detail does not contain the full card number but an abbreviated number for security reasons.*
10. *Describe security and fraud-protection features offered by your program, including administrative and card security features.*
11. *Describe features available to manage software or other category-specific spend, including management of license expiration or renewal dates, if available.*
12. *Describe any tools offered by your solution to ease with expense management reconciliation, including mobile image receipt capture or on-the-go coding features.*
13. *Document your process for vendor pay enrollment and the steps required from a client to assist with that process.*
14. *The City will appoint at least one P-Card Administrator. Will the P-Card Administrator have the ability to set up and approve card issuance online in real-time?*
15. *The City uses Tyler Technologies New World ERP to process all vendor payments. Do you have references of other clients on your P-Card platform that are currently using New World who would be willing to speak with us?*
16. *Will the P-Card Provider have the ability to provide a card designed for the City including the City logo? The design will be approved by the P-Card Administrator.*
17. *Will the P-Card Provider have the ability to set restrictions and controls at both the City and individual levels online in real-time?*
18. *Each card should default to an account code as set up by the P-Card Administrator. Will the cardholder be able to make adjustments online to the account code information prior to billing and file feed from the P-Card Provider?*

19. *For vendors that have Level III reporting, please indicate how cardholders can capture specific purchasing information in the software recommended by the P-Card Provider.*
20. *What is the procedure for handling disputed charges?*
21. *What is the procedure for handling lost or stolen cards?*
22. *Does your company ensure that vendors accept the P-Card for tax-exempt transactions?*
23. *Will the cardholders and City administrators have the ability to view and print billings online 24/7?*
24. *The successful Proposer must send an itemized statement, at the interval agreed upon, which must include the information listed below:*
 - Name of the cardholder.*
 - Name of merchant and merchant category code.*
 - Date supplies or services were purchased.*
 - Itemized cost for each item/service.*
 - Description of items/services purchased.*
25. *What is the timeframe in which the Provider can provide backup documentation for each purchase upon request from the cardholder or P-Card Administrator.*
26. *Proposers are invited to propose various payment options which would improve efficiency while still providing an audit trail.*
27. *Can the P-Card Provider provide the following reports or equivalent?*
 - a. Company Card Billing Report.*
 - b. Cardholder Recap Summary Report.*
 - c. Vendor Analysis Report.*
 - d. Individual Billing Summary Report.*
 - e. Supervisor/Cardholder Approval Summary Report.*
28. *Can the P-Card Provider provide the City's Accounting department with a 1099 report with the following data: merchant name, merchant address, taxpayer ID number, total sales, and SIC/MCC number? This 1099 report will be provided in electronic format by January 15 of each calendar year.*
29. *Can cardholders scan receipt information into vendor's software system when no Level III data is available?*
30. *Is there a mobile APP associated with the program?*

Proposal Response Format:

It is required that all Proposals follow the same format. Respondents must adhere to the structure outline shown below and use a tab for each of the following eight (8) headings in your Proposal:

1. **Cost Estimate:**

- *The financial proposal including a breakdown of any fees or costs to the City. **Include in this section your rebate schedule, based on spend thresholds.***
- *Detail the amount of the credit limit recommended for the City to implement the P-Card program as described in this RFP.*
- *Include costs for any options or recommendations that you propose to the City to consider.*

2. **Estimated spend level.** *Based on the vendor detail list provided for a twelve-month period, what would you estimate as:*

- *Reasonably attainable spend level.*
- *Best case scenario annual spend level.*

3. **Detailed Scope of Services:**

A detailed scope of services must be included in the Proposal. Respond to requirements listed in the Requirements and General Specifications Section (pages 5 through 7) and at a minimum give a detailed response to the thirty (30) statements listed.

4. **Experience:**

- *Background/History of your company.*
- *Level of experience and at least three (3) references for engagements with clients of equal or greater size, including experience with clients in other Public Sector (any local, City and/or state governmental organizations) and/or K-12 environments. Include contact information for all references.*

5. **Corporate Summary:**

Name of Company: _____
Contact Name & Title: _____
Street Address: _____
City, State, Zip Code: _____
Telephone: _____
Email: _____
Fax: _____
Federal Tax ID #: _____
Company URL, if available: _____

7. **Sample of Proposer's Contract.**
8. **Describe any recommendations or suggestions in addition to the requirements listed in this request. Include any additional costs related to these suggestions.**

Selection Process:

After the City evaluation team has reviewed all the Proposals and has completed the proposer interviews and demonstrations (if requested), the City will make a decision based upon the best value, service, capabilities, and experience that each proposer offers.

Proposal evaluation will consider the following criteria:

- 1. Financial Evaluation/Fees/Rebate Program*
- 2. Compatibility with current software*
- 3. Completeness of submitted RFP*
- 4. Experience of proposer's staff*
- 5. References*
- 6. Safety – Security*
- 7. Training offered*
- 8. Implementation plan and time-line*

Conditions of the RFP and Contractual Intent:

- 1. Upon submission, all responses become the property of the City. The City reserves the right to use the information and any ideas presented in any submission in response to the RFP, regardless of if the submission is accepted.*
- 2. The issuance of the RFP constitutes only an invitation to submit a response to the City.*
- 3. The City reserves the right to determine, at its sole discretion, whether any aspect of the submission satisfactorily meets the criteria established in this RFP,*
 - a. the right to seek clarification from any Proposers,*
 - b. the right to reject any or all submissions with or without cause, and*
 - c. the right to cancel and/or amend, in part or entirely, the RFP.*
- 4. This RFP does not commit the City either to award a contract or to pay for any costs incurred in the preparation of a submission. Submitting a response shall neither obligate the City nor entitle the Proposer to enter into a contract with the City.*
- 5. It is understood that any submission received and evaluated by the City can be used as a basis for direct negotiation of the cost and terms of a contract between the City and the particular Proposer. In submitting a response, it is understood by the Proposer that the City reserves the right to accept any*

submission, to reject any and all submissions and to waive any irregularities or informalities that the City deems is in its best interest.

6. *In the event that this RFP is withdrawn by the City for any reason, including but not limited to, the failure of any of those things or events set forth herein to occur, the City shall have no liability to any Proposer for any costs or expenses incurred in connection with this RFP or otherwise. Accordingly, each submission should be submitted in the most favorable terms of costs and programmatic considerations and in a complete and understandable form. The City reserves the right to request additional data, oral discussion, or a presentation in support of the written submission.*
7. *The City is not obligated to respond to any submission nor is it legally bound in any manner whatsoever by the submission of a response. It is the intention of the City to enter into a contract with the Proposer with which the City can make the most satisfactory arrangements for its needs.*