



Telephone: 716-439-7200
Fax: 716-439-7205

**NIAGARA COUNTY
DEPARTMENT OF PURCHASING
Philo J. Brooks County Office Building
First Floor - Park Avenue Entrance
59 Park Avenue
Lockport, New York 14094-2740**

**REQUEST FOR PROPOSAL
2010-45
Commercial Credit Card Program
for the
Niagara County Office of Management and Budget**

**There will be a pre-bid meeting held September 7, 2010 at 1:30 P.M. in the
Second Floor Conference Room of the Philo J. Brooks County Office Building
located at 59 Park Avenue, Lockport, NY 14094.**

The Niagara County Department of Purchasing will receive and publicly open the proposals in the First Floor Conference Room of the Philo J. Brooks County Office Building on **September 28, 2010 at 2:00 P.M.**

The County of Niagara reserves the right to reject in whole or in part any and all bids and proposals

One original and seven (7) copies of all proposals are to be submitted to:

**County of Niagara
Department of Purchasing
Philo J. Brooks County Office Building
First Floor - Park Avenue Entrance
59 Park Avenue
Lockport, NY 14094**

Phone: (716) 439-7201

Proposals mailed or otherwise submitted must be received no later than the stated date and time. Proposals submitted later than the above mentioned time will not be considered.

ATTENTION: Failure to indicate "Request for Proposal 2010-45 - Commercial Credit Card Program for Niagara County Office of Management and Budget" on the outside of the proposal envelope might necessitate the premature opening of the proposal which might compromise its confidentiality.

The total number of pages contained in this Request for Proposals should be 20.
If any pages are missing, please contact the Niagara County Purchasing Department.

BIDDER'S CERTIFICATION & ASSIGNMENT OF CLAIM

**TO: COUNTY OF NIAGARA
PURCHASING DEPARTMENT
PHILO J. BROOKS COUNTY OFFICE BUILDING
FIRST FLOOR – PARK AVENUE ENTRANCE
59 PARK AVENUE
LOCKPORT, NEW YORK 14094**

We, the undersigned, herewith propose and agree to furnish to the County of Niagara, any one or all of the items upon which we have bid, for the prices indicated herein, in accordance with the Specifications, Special Conditions, and other related Formal Quotation Documents.

The undersigned bidder certifies to having read these Specifications, Special Conditions, and other related Formal Quotation Documents and offers to furnish the articles specified to the County of Niagara in exact accordance with the Specifications, Special Conditions, and other related Formal Quotation Documents and at the prices stated.

Contractor hereby assigns to the County of Niagara and the State of New York any and all of its claim for overcharges associated with this contract which arise under the antitrust laws of the United States, 15 U.S.C. Section 1, et seq. and the antitrust laws of the State of New York, G.B.L. Section 340, et seq.

FIRM NAME

ADDRESS

CITY, STATE & ZIP CODE

TELEPHONE NUMBER

(PRINT) NAME & COMPANY POSITION

AUTHORIZED SIGNATURE

NOTE:

This Bidder's Certification **must** be signed and the Affidavit of Non-Collusion Certificate **must** be signed and notarized on Page 5 of this Request for Proposals. Failure to complete **both** will result in the proposal being rejected.

INSTRUCTIONS ACCOMPANYING THE
AFFIDAVIT OF NON-COLLUSION

1. The Affidavit of Non-Collusion must be executed by a member, officer or employee of the bidder. It must be executed by the person who makes the final decision with regard to the prices and amount quoted in the bid. If for good reason that person is not available to execute the Affidavit, the Affidavit may be executed by another member, officer, or employee of the firm who has been authorized in writing by such person to make the statements set out in the Affidavit on his or her behalf and on behalf of the firm. The written authorization must be attached to the Affidavit at the time of its submission.
2. Bid rigging, combinations or conspiracies to restrain competition, and the making of false sworn statements in connection with the submission of bids are unlawful and may be subject to criminal prosecution. It is imperative that the person who will execute the Affidavit examine it carefully before signing it and assure himself or herself that each of the statements in it are true and accurate. If for any reason the affiant cannot attest to each of the statements in the Affidavit without qualification or reservation, the necessary qualification or reservation must be noted in the Affidavit. The facts and circumstances on which such qualification or reservation are based must be set out in a writing submitted as a part of or together with the executed Affidavit.
3. In the case of a bid submitted by a joint venture, each party to the venture must be identified in the bidding documents, and Affidavit must be submitted separately on behalf of each party.
4. The term "complementary bid" as used in the Affidavit has the meaning commonly associated with that term in the procurement business and construction industry, and includes the knowing submission of bids higher than the bid of another firm, any intentionally high or non-competitive bid, and any other form of bid submitted for the purpose of giving a false appearance of competition.
5. In order to carry out the requirements of paragraph 7 of the Affidavit, the affiant must make diligent inquiry of all other persons employed by or associated with the bidder with responsibilities relating to the preparation, approval, or submission of the bid. Such inquiries need not be made of secretarial or clerical employees, and other persons performing purely ministerial functions, who do not have either actual or apparent authority to act on behalf of the firm with regard to the project.
6. Failure to file an Affidavit in compliance with these instructions may result in disqualification of the bid.

AFFIDAVIT OF NON-COLLUSION CERTIFICATE

I hereby attest that I am the person responsible within my firm for the final decision as to price(s) and amount of this bid or, if not, that I have written authorization, enclosed herewith, from that person to make the statements set out below on his or her behalf and on behalf of my firm.

I further attest that:

- 1.) The price(s) and amount of this bid have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition with any other contractor, bidder, or potential bidder.
- 2.) Neither the price(s) nor the amount of this bid have been disclosed to any other firm or person who is a bidder or potential bidder on this project, and will not be so disclosed prior to bid opening.
- 3.) No attempt has been made or will be made to solicit, cause or induce any firm or person to refrain from bidding on this project, or to submit a bid higher than the bid of this firm, or any intentionally high or non-competitive bid or other form of complementary bid.
- 4.) The bid of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary bid.
- 5.) My firm has not offered or entered into a subcontract or agreement regarding the purchase of materials or services from any firm or person, or offered, promised or paid cash or anything of value to any firm or person, whether in connection with this or any other project, in consideration for an agreement or promise by any firm or person to refrain from bidding or to submit a complementary bid on this project.

AFFIDAVIT OF NON-COLLUSION CERTIFICATION (CONT'D)

6.) My firm has not accepted or been promised any subcontract or agreement regarding the sale of materials or services to any firm or person, and has not been promised or paid cash or anything of value by any firm or person, whether in connection with this or any other project, in consideration for my firm's submitting a complementary bid, or agreeing to do so, on this project.

7.) I have made a diligent inquiry of all members, officers, employees, and agents of my firm with responsibilities relating to the preparation, approval, or submission of my firm's bid on this project and have been advised by each of them that he or she has not participated in any communication, consultation, discussion, agreement, collusion, act or other conduct inconsistent with any of the statements and representations made in this affidavit.

**BID NOT ACCEPTABLE WITHOUT ABOVE AFFIDAVIT NON-COLLUSION
CERTIFICATION HERE SET FORTH AND CERTIFIED BY A NOTARY PUBLIC**

FIRM NAME: _____

ADDRESS: _____

CITY/TOWN: _____

TELEPHONE NUMBER: (____) _____

BY
AUTHORIZED SIGNATURE: _____

PRINT – NAME & COMPANY POSITION: _____

DATE SIGNED

Sworn to before me this

_____ month _____ day of _____.

NOTARY PUBLIC

**Request for Proposals
2010-45
for
Commercial Credit Card Program
for
Niagara County Office of Management and Budget**

Intent

It is the intent of the County to move to the extent feasible, vendor payments and point of sale purchases checks, purchase orders and charge accounts to a single, centrally managed system of payments using a commercial credit account.

There will be a **pre-bid meeting held September 7, 2010 at 1:30 P.M.** in the Second Floor Conference Room of the Philo J. Brooks County Office Building located at 59 Park Avenue, Lockport, NY 14094.

Submission of Proposals

An original and seven (7) copies of all proposal documents shall be sealed and submitted to:

Niagara County Purchasing Department
Philo J. Brooks County Office Building
First Floor - Park Avenue Entrance
59 Park Avenue
Lockport, NY 14094

NO LATER THAN September 28, 2010, at 2:00 P.M.

Clearly mark envelope; "RFP 2010-45 – Commercial Credit Card Program"

Proposals received at the County Purchasing Department after the submission deadline shall be returned unopened and will not be considered. The County is not responsible for delivery delays and the clock at the County Purchasing Department shall indicate the official time of receipt. Facsimile or electronically mailed proposals are not acceptable and will be rejected.

Any alterations, interlineation or erasure of the proposal must be initialed by the signer of the proposal, guaranteeing authenticity.

A proposal, including all prices, may not be withdrawn, modified or canceled by the vendor for a period of sixty (60) days following the proposal deadline and the vendor so agrees upon submittal of the proposal. Once selected, the vendor agrees to extend submitted prices, if needed, during the contract negotiation period.

Evaluation Process

Submission of a proposal implies the vendor's acceptance of the evaluation criteria and vendor recognition that subjective judgments must be made by the County.

All proposals will be examined. Proposals that do not conform to the instructions contained in this document or do not address all questions and/or requirements as specified may be eliminated from consideration. However, the County reserves the right to accept such a proposal if it is determined to be in the County's best interest.

The award of the contract shall be made to the vendor whose proposal best meets the goals and objectives of the County as set forth in the Request for Proposals. Evaluation criteria shall include services, pricing, experience and other factors set forth in the Request.

The County reserves the right to reject any and all proposals as a whole or in part.

Proposal Format

Each proposal shall contain the following in the specified order:

- Transmittal Letter
- Introduction and Summary
- Description of Services
- Exceptions (if necessary)
- Pricing
- Terms and Conditions
- Vendor Information
- References

All proposals must be typed on standard 8 ½" x 11" paper.

The completed proposal shall be sealed for delivery to the County per instructions above. All documents included in the proposal and outside of the envelope must be labeled with the vendor's name and the title of the request for proposals.

Transmittal Letter

Responses shall contain a transmittal letter that must be typed on the Vendor's 8 ½" x 11" stationary and include the following:

The identification of the vendor submitting the proposal

The name, title, phone number, fax number and email address (if available) of the person or persons authorized to contractually obligate the vendor with this proposal and in future negotiations.

The names, titles, phone numbers and email addresses of the persons to be contacted for clarifications.

An indication of acceptance of the general requirements and contract terms as described within this request for proposal.

An acknowledgment of receipt of all amendments to this request.

The letter must be signed by a person who is authorized to obligate the vendor in a contract offer.

Introduction and Summary

Each proposal shall include a general overview of the vendor's planned solution.

Description of Services

The proposal shall include a detailed functional description of the services to be provided and how these services are to be delivered.

Exceptions

Unless explicitly stated in the proposal, The County shall assume that all Proposals are in full compliance with all specifications, without exception.

All items in the proposal that are not in full compliance or that vary from any of the specifications shall be clearly defined as exception. Specific reference to the relevant section(s) in the specifications and the precise nature of the variance or non-compliance shall be clearly stated in the proposals.

The County reserves the right to accept any and/or all/none of the exceptions(s) substitution(s) deemed to be in the best interest of the County.

Non-compliance or variance with any items in the specifications shall not necessarily result in rejection of a proposal.

Pricing

Vendors should disclose any fees that Niagara County would incur from the program being proposed. Niagara County shall not be charged any fees solely for the purpose of establishing an account regardless of the purchasing activity on that account. The vendor shall not charge the County for use of the card on a transaction cost basis. The County is interested in card programs which do not include fees. The County is interested in a rebate program.

Terms and Conditions

To the extent permitted by law, vendors may request in writing non-disclosure of confidential data. Such data shall accompany the proposal, be clearly identified, and placed in a sealed envelope clearly marked "Confidential Data". It shall be submitted with the proposal and shall be readily separated from the proposal. Any request to keep the entire proposal confidential cannot be honored. Pricing becomes public information at the time of the opening.

All proposals are open to negotiation until a contract is executed.

The County shall not be liable for any costs incurred by the vendor in preparing a response to this solicitation. Vendors will submit proposals at their own risk and expense. The County makes no guarantee that any products or services will be purchased as a result of this solicitation, and reserves the right to reject any and all proposals. All proposals and their accompanying documentation will become the property of the County.

No award or acquisition can be made until authorized officials of the County approve such action.

The County will not be obligated to the vendor for products or services until authorized County officials have a signed contract and/or issued a purchase order.

The County does not make payment upon signing of a contract or issuance of a purchase order. Payment is only made after receipt and acceptance of goods and/or services. Partial payment arrangements may be made but final payment will not be made until completion of all aspects of the contract resulting from this request for proposal.

This Solicitation in no way obligates the County to the eventual rental, lease, or purchase, etc. of any product or service described, implied or which may be proposed, until confirmed by a written contract. Progress toward this end is solely at the discretion of the County and may be terminated at any time prior to the signing of a contract.

Vendor Information

The successful vendor must be a reputable, established and financially stable provider of the goods and/or service requested. The County requires assurance that the vendor has a high probability of remaining in business during the term of the contract resulting from this request.

References

A list of current and past customers to whom the vendor is or has performed similar services shall be provided including names of the organization, addresses, contact persons and telephone numbers. Other pertinent references may be given at the vendor's discretion.

Indemnification and Hold Harmless Clause

Any contract, prior to signature, must include a clause/section wherein “*defense, indemnity and hold harmless*” provisions in form and content reviewed and approved by the County Attorney are included in protecting the County’s interest.

Such clause acceptable to the County of Niagara would be the following:

“The Contractor agrees to defend and indemnify the County of Niagara, their officers, agents and employees, and shall hold them harmless from any and all risks of every kind, nature and description resulting from or arising out of the work and/or service performed by the Contractor, or its sub contractor, under this contract; provided, however, that Contractor shall not be required to indemnify the County with respect to such risks to the extent caused by the negligence or intentional misconduct of the County or the County’s contractors, over whom Contractor has no authority or control.”

The Contractor by agreeing to defend the County of Niagara as set forth above, agrees that if the County of Niagara receives a claim, complaint, or is sued under this contract pertaining to their work, acts or services; then this contractor agrees to pay all attorney fees and expenses of attorney, that shall be the choice of the County of Niagara.

Insurance and Certificate Requirements

Each and every contract, whether for professional services, vendors or contractors, must meet minimum insurance specifications in order to protect the County’s interest and/or as evidence of compliance with New York State law.

GENERAL REQUIREMENTS: Before commencing work, the successful service provider or contractor and any subcontractor shall furnish evidence such as a Certificate of Insurance, acceptable to the County of Niagara, that it has procured and will maintain, at its own expense, until final acceptance of the work, or until released in writing at the time of "Notice of Substantial Completion", insurance in the kinds and amounts hereinafter specified. The County of Niagara is defined as Niagara County, its agents, officers and employees.

A Certificate of Insurance acceptable to the County of Niagara must meet the following requirements:

- List the type of insurance coverages and acceptable limits, as required by the County of Niagara.
- Name the certificate holder as County of Niagara, 111 Main Street, Suite 102, Lockport, NY 14094.
- Name the County of Niagara, its agents, officers, and employees (without reference to a specific department) as an additional insured on each Certificate of Insurance for all liability policies. This can be provided in the caption or in the comments section of the certificate.

- Each certificate of insurance required, and each endorsement, must be signed by a licensed registered agent. In the event of self-insurance, by an authorized signatory.
- In the event of any material alteration or cancellation of any insurance coverage, thirty (30) days written notice shall be given to the Niagara County Director of Risk Management, 111 Main Street, Lockport, NY 14094.
- Insurance carriers should be admitted in the State of New York, unless an exception is approved by Niagara County.
- The Certificate of Insurance shall be submitted to the Niagara County Office of Risk Management for compliance review, approval and retention at least thirty (30) days prior to the start of work.

SPECIFIC INSURANCE REQUIREMENTS: The following are the minimum insurance types, documentation and limits acceptable to the County of Niagara:

INSURANCE COVERAGES, DOCUMENTS AND MINIMUM LIMITS
for
Non-Professional Services

<u>Coverage and Documents</u>	<u>Limits</u>
A. General Liability (GL)	\$1,000,000 Each Occurrence \$2,000,000 General Aggregate
B. Auto Liability	\$1,000,000 Combined Single Limit
C. Excess/Umbrella Liability	\$1,000,000 Each Occurrence \$1,000,000 General Aggregate
D. Workers' Compensation and Employers Liability CE-200, C-105.2, or SI-12	Statutory Limits
E. Disability Benefits CE-200, DB-120.1, DB-820/829 or DB-155	Statutory Limits

SPECIFICATIONS

Scope

Niagara County requests proposals from qualified financial institutions to provide a Commercial Credit Card program for the payment of procured goods and services and the extension of the service at future time for the payment of travel expenses. The primary objective of this program is to simplify the purchasing process while eliminating activities that add to the cost of goods and services by establishing a user-friendly, flexible process that provides internal controls to limit liability to Niagara County and prevent fraud.

The County expects to use a phased in approach to this process. The selected provider will work with the County to develop and implement a program with a concentration on process and management efficiencies. Respondent should describe its capabilities on meeting these expectations within their proposal.

Contract Period

The contract resulting from this request for proposals shall be for three (3) one-year periods with an option to extend for two (2) additional one-year periods. The county may terminate the contract upon thirty (30) day written notice to the vendor

Mandatory Requirement

Vendors responding to the RFP should submit proposals that provide discussions addressing the follow items.

- A. **Fraud Protection:** Niagara County requires 100% protection from any third party or cardholder fraudulent charges while our cardholders should have 100% protected from any third party fraudulent charges however carry the liability for any personal fraudulent activity. The County would give consideration to those programs that provide that level of protection.
- B. **Incentive Rebates:** Niagara County is interested in Incentive Rebates based on usage and the County will consider those proposals that offer aggressive rebates which include all purchases as well as travel activity.
- C. **Fees:** Vendors should disclose any fees that Niagara County would incur from the program being proposed. Niagara County shall not be charged any fees solely for the purpose of establishing an account regardless of the purchasing activity on that account. The vendor shall not charge the County for use of the card on a

transaction cost basis. The County is interested in card programs which do not include fees.

- D. **Type of Card:** Vendors should identify in their proposals what type of credit card is being proposed along with a discussion detailing such issues as the commercial acceptability worldwide of the card program being proposed. Niagara County will consider those proposals that offer card programs that are typically accepted worldwide throughout a broad market of vendors.
- E. **Card Restrictions:** Vendors should discuss what kind of restriction options are available to be imposed on individual cards such as transaction limits, monthly credit limits, merchant class restrictions and etc. Vendors are strongly encouraged to discuss what programs and practices are in place internally that prevent or curtail these limits and restrictions from being modified without proper authorization.
- F. **Fraud Detection and Recoverability.** Vendors should describe in detail what programs they have in place to detect fraud or potential fraud in an effort to minimize the effects and what programs are in place to recover losses incurred do to fraudulent activity. Are aggressive fraud recovery programs in place?
- G. **Payment Plan Options.** Vendors should propose various payment plan options and detail any incentives associated with those plans.
- H. **Merchant Fees:** Vendors should indicate in their proposals what fees are incurred by the merchants we do business with.
- I. **Billing:** Vendors should describe in detail their billing plan(s) and procedures. Discussions should include paper billing and who gets copies, electronic billings and who can access, what kind of on-line reporting and administration is available for the County to monitor daily activity, account activity, cardholder inventory, usage reports and etc. How long are on-line statements retained?
- J. **Reports:** All reports are to have multiple sorting options. They are to be able to sort by cardholder name, period of time, merchant and/or MMC number. A yearly summary report listing the number of transactions, dollar amounts by category, by cardholder with a comparison to the previous year. Vendor is to list details of all available reports. Do you provide any exception reporting to alert the County to unusual purchases, dollar values,

etc.?

- K. **Disputes:** Vendors should describe how disputes are handled and how and when the County's account is credited for any cardholder disputes against unauthorized charges on their monthly statements or returns of merchandise
- L. **Tax Exempt:** Niagara County as a municipal corporation is exempt from State and Federal Taxes. Vendors should discuss programs that may be available to encode cards as tax exempt thus preventing tax from being charged on transactions paid by credit card.
- M. **Card Options:** Vendors should describe what options/limitations they have on what is allowed to be printed on the cards. Vendor shall provide a card designed to County of Niagara specifications and shall include as a minimum:
 - a. The name of the County on the face.
 - b. The phrase "For Official Use Only" shall be printed on the face.
 - c. The phrase "Tax Exempt" shall be embossed on the face.
 - d. The vendor's 24 hour "Help" number shall be printed on the back.
- N. **Add/Delete Cards:** Vendors should provide in their proposals a discussion on how cards are added to or deleted from the account.
- O. **Forms:** Vendors should provide a sample of all forms used in the establishment of a new account, addressing that there is a no-charge customization of the form to meet the County requirements
- P. **Maintenance:** Vendors should describe the program and process in place for the County's Card administrator to follow in order to get card maintenance performed such as limit changes, name changes, lost or stolen cards, etc.
- Q. **Security:** Vendors should detail what kind of security measures are practiced internally to manage over the phone account administration to insure that only County authorized administrators are making changes to the cardholders profiles.

- R. **Credit Liabilities:** Vendors are encouraged to provide a discussion on how the use of a commercial credit card from their program by a County cardholder does not have any connection to their personal credit history or liabilities except in cases of fraud.
- S. **Experience:** Vendors should include in their proposals a discussion on their experience with commercial credit card programs and provide references of other municipal or government accounts that they have of comparable size, preferably within New York State, and include contact names and telephone numbers.
- T. **Late Charges:** The County's intention is to submit payment within forty-five (45) days, or sooner, of receipt of invoice/statement. Therefore we do not foresee any late payments occurring nor do we expect to be billed for interest or late fees.
- U. **Details of Billing Cycle:** Established cycles will flow swiftly within the County's schedule of payables. Invoice/statement shall be sent to the following:
 - a. Cardholder(s) at the applicant's work address
 - b. A master copy to the Program Administrator
 - c. Vendor shall have the capability to establish electronic billing and a program to upload information into the County's general ledger and Vendor Master File. The updating of the vendor master file is crucial for the account maintenance of the County's 1099 file. (Please describe your capabilities.)
- V. **County Financial System:** The vendor system must interface with the County system. Niagara County uses the New World Systems Logos.Net Software for general ledger and accounts payable systems.

Implementation:

- A. **Contracts, policies, implementation**
 - a. Provide the purchasing card contract you will expect Niagara County to sign, as well as any other agreements anticipated to be needed to implement the purchasing card program.
 - b. Describe the tasks to be performed by all parties leading to full implementation. This project plan should show projected time scales and responsibilities for each task.

- c. Indicate the number and type of staff you will assign to the County for implementation of this project.
- d. Describe the support provided during implementation, including technical assistance, user manuals, instructional and/or educational materials, on-site visits or other assistance.
- e. What initial and ongoing training do you provide for program administrators and card holders?
- f. What are some of the common implementation obstacles you have observed? What recommendations do you have to minimize or remove these obstacles?
- g. Describe your design for a pilot implementation program indicating minimum length and number of cards.
- h. Describe full implementation and timing.
- i. Provide a sample cardholder application.
- j. Provide sample policies and procedures.

B. Automated Data File Transfers

County Financial System: Niagara County uses the New World Systems Logos.Net Software for general ledger and accounts payable. The proposer must have the ability to interface data from their purchasing card system into the County Financial Management System with a minimum amount of interaction.

- a. **Purchase Card Transaction Data sent from proposer to LOGOS:** Logos receives purchase transaction data in XML format. Appendix A contains the XSD layout required.
- b. **Payables Automation - A/P charges sent from LOGOS to Proposer: Automated payments (charges) via a data export of payables from LOGOS to Merchants and Providers for non-Point of Sale invoices:**
 - i. **Provide data interface documentation (Such as file layout, type, data elements, etc.)**
 - ii. Merchant Identification method – explain how Logos internal Merchant files are related to proposer site Merchant lists
 - 1. The provider must be able to store Niagara County Vendor numbers in a vendor file that is cross referenced to their merchant files (so we can

translate between our vendor numbers and the proposer's merchant numbers as a part of an online system tool.)

- c. Initial setup Import for County General Ledger and Account Code data, Employee data

After reviewing this information explain your capabilities.

C. **Online Card Management System :** The Proposer must have an Online Card Management System for use by the County Commercial Card Administration Staff

a. **Required Capabilities:**

- i. Ability to set and manage card purchase restrictions, by card, for transaction dollar limits, daily (cycle) dollar limits, total card charge limit,
- ii. Ability to restrict merchant types (MCC) by card
- iii. Ability to manage county user meta data such as: cardholder name, employee ID, county department
- iv. Ability to import, store, and manage County General Ledger Accounting Codes for each card:
 - 1. Fourteen (14) alphanumeric digits for General Ledger Organization Sets
- v. Ability to store and manage Expense Accounts (to be associated with Merchant Types):
 - 1. Eight (8) alphanumeric digits for Account
- vi. Ability to set default General Ledger Accounts by card (multiple default distributions per card). The default general ledger account code must be populated in order to activate a card and for any transaction with the bank.
- vii. Ability for County Card Administrator to alter general ledger distribution(s) for a given transaction.
- viii. Ability for Cardholder to alter general ledger distribution(s) for a given transaction for a given card.
- ix. Ability to revoke individual cards.
- x. Ability to request/initiate creation of new card issues.

- xi. Ability to place stop/dispute for questioned transactions

b. **Optional Capabilities:**

- i. Ability to restrict and manage list of vendors eligible for charges, by card.
- ii. Photo Identification on the card.

c. **Online Reporting**

- i. Wide variety of standard reports for transaction analysis and reconciliation
- ii. Ability to create customized reports (at no additional expense to County)

D. **Training:** The proposer shall provide training including but not limited to the following:

- a. **Contract start-up training session:** At the start of the contract, the contractor shall provide initial on-site training to the Niagara County staff designated by the Card Administrator. The initial training will address benefits and features of the card, billing procedures, available reports and the application process.
- b. **Training materials:** Contractor shall provide written materials that may be used by Niagara County staff to train cardholders on the proper use of the card. Updated versions of these materials should be available over time as well as on-going availability of new user training sessions. The contractor will provide additional copies of training materials at no additional cost. The County may copy and distribute contractor-provided materials to staff at no extra cost.
- c. **Training modules:** Contractor should provide training modules for cardholders that can be distributed either on disk, through e-mail, or posted on the intranet.
- d. **Train the Trainer Program:** Should be provided through any combination of teleconference, onsite visits, computer based training modules, online training and online help guide.
- e. **Ongoing training:** Training can be provided via monthly user calls, annual user group conferences and newsletters.

RFP 2010-45

Any questions regarding the RFP process should be directed to:

Stella M. Fulcher, Senior Buyer
Niagara County Purchasing Department
Philo J. Brooks County Office Building
59 Park Avenue
Lockport, New York 14094
Phone: (716) 439-7203
Fax: (716) 4397205

Appendix A

Purchasing Card Import

```
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