State of Illinois

Public Institutions of Higher Education

Request for Proposal



*Commercial Card Services Request for Proposal Solicitation Reference Number 1DGS1501*

***University of Illinois***

#### Request for Proposal

*Commercial Card Services 1DGS1501*

The University of Illinois (“University”) requests proposals from responsible vendors to meet its needs. A description is set forth below, with detailed requirements in subsequent sections of this solicitation. If you are interested and able to meet these requirements, the University appreciates and welcomes an Offer.

#### Description:

The purpose of this solicitation is to establish a Contract with a Vendor who is responsible and responsive to provide Commercial Card Services that is branded Visa or MasterCard or Equal (see Section 1.1.1 for additional information). The proposed award is designed to offer flexibility in product selection from varying types of Commercial Cards. The University expects the award to include streamlined reconciliation and payment processes and include a competitive revenue share program.

The term of the award will begin upon Contract execution and end five‐years from that date. The Contract will have two renewal periods. The first optional renewal period is for a three‐year period from the end of the initial term. The second optional renewal is for a two‐year period from the end of the first renewal.

Please read the entire solicitation package and submit your Offer in accordance with the instructions. All forms and signature areas contained in the solicitation package must be completed in full and submitted along with the technical response and price proposal which combined will constitute the Offer. Do not submit the instructions pages with Offers. Vendors should keep the Instructions and a copy of Offers for future reference.

Please adhere to form and content of the Request for Proposal requirements or Offers may not be considered.

In compliance with the State and Federal Constitutions, the Illinois Human Rights Act, the U.S. Civil Rights Act, and Section 504 of the Federal Rehabilitation Act, the State of Illinois does not discriminate in employment, contracts, or any other activity.

The State of Illinois encourages prospective vendors to consider hiring qualified veterans and Illinois residents discharged from any Illinois adult correctional center, in appropriate circumstances.

RFP 1DGS1501 1

Introduction

The following acronyms are used throughout this solicitation document:

#### Acronym Definition

**CFOAPAL** The University’s accounting code, defined in Section 1.5.2

**D‐Card** Departmental Card, defined in Section 1.4.5

**DCM** Department Card Manager, defined in Section 1.4.1.2

**MCC** Merchant Category Code

**P‐Card** Purchasing Card, defined in Section 1.4.2

**P‐Card Web Solution** P‐Card Web Solution system, defined in Sections 1.5.1.2; and, 1.5.1.4

**SUA** Single Use Account, defined in Section 1.4.4

**T‐Card** Travel Card, or Corporate Card, defined in Section 1.4.3

**TCS** T‐Card Solution, defined in Section 1.5.1.2

**TEM** Travel and Expense Management System, defined in Section 1.5.1.3

**UPAY** University Payables

Acronyms 2

#### Table of Contents

1. Instructions for Submitting Offers 5
   1. Responding to the Solicitation 5
   2. Published Procurement Information 5
   3. Solicitation Contact 5
   4. Vendor Questions / University Responses 5
   5. Pre-Proposal Conference 5
   6. Due Date, Time and Address for Submission of Offers 5
   7. Submission of Offers 6
   8. Late Submission 6
   9. Offer Firm Time: 6
   10. Security 6
   11. Small Business Set-Aside: 6
   12. Employment Tax Credit 6
   13. Governing Law and Forum 6
   14. Public Records and Requests for Confidential Treatment 6
   15. Reservations: 7
   16. “Prohibited Bidder”: 7
   17. Protest Review Office: 7
2. Selection of Vendor 8
   1. Evaluation Process 8
   2. Award 11
3. Offer Letter 12

[Section 1 - Specifications/Qualifications/Statement of Work 14](#_TOC_250032)

* 1. [University’s Need for Services: 14](#_TOC_250031)
  2. [Respondent’s Qualifications/Experience 15](#_TOC_250030)
  3. [Services Required: 15](#_TOC_250029)
  4. [Types of Cards/Programs: 18](#_TOC_250028)
  5. [Information Technology Requirements: 26](#_TOC_250027)
  6. [Reporting: 38](#_TOC_250026)
  7. [Fraud Protection, Monitoring and Other Program Benefits: 42](#_TOC_250025)
  8. [Subcontracting 43](#_TOC_250024)
  9. [Where services are to be performed 43](#_TOC_250023)
  10. [Term 44](#_TOC_250022)
  11. [Renewal 44](#_TOC_250021)
  12. [Termination for Cause 44](#_TOC_250020)
  13. [Termination for Convenience 45](#_TOC_250019)

[Section 2 – Pricing 46](#_TOC_250018)

* 1. [Format of Pricing: 46](#_TOC_250017)

RFP 1DGS1501 3

Table of Contents

* 1. [Revenue Share: 46](#_TOC_250016)
  2. [Program Fees: 47](#_TOC_250015)
  3. [Program Implementation – Additional Consideration 47](#_TOC_250014)
  4. [New Services 48](#_TOC_250013)
  5. [Price Adjustments 48](#_TOC_250012)
  6. [Renewal Pricing 48](#_TOC_250011)
  7. [Type of Pricing 48](#_TOC_250010)
  8. [Expenses Not Allowed 48](#_TOC_250009)
  9. [Taxes 48](#_TOC_250008)
  10. [Invoicing 48](#_TOC_250007)

[Attachment AA – Standard Terms and Conditions 49](#_TOC_250006)

[Attachment BB – Supplemental Provisions 53](#_TOC_250005)

Attachment CC – Form A (Certifications and Disclosure for Respondents not Registered with the Illinois Procurement Gateway (IPG) 54

Attachment DD – Form B (Certifications and Disclosure for Respondents Registered with the Illinois Procurement Gateway (IPG) 67

[Attachment EE – Subcontractor Information 69](#_TOC_250004)

[Attachment FF – Vendor Exceptions and Confidential Information 70](#_TOC_250003)

[Attachment GG - References 71](#_TOC_250002)

[Appendix I –Cooperative Contracting 72](#_TOC_250001)

[Appendix II – Utilization Plan 75](#_TOC_250000)

### Instructions for Submitting Offers

* 1. **Responding to the Solicitation**: Follow these instructions carefully. Provide your response to each item requested. If the information requested does not apply to the Vendor’s situation, then enter “N/A”.
  2. **Published Procurement Information**: The University publishes procurement information, including updates, on the Illinois Public Higher Education Procurement Bulletin (http://www.procure.stateuniv.state.il.us) (“Bulletin”). Procurement information may not be available in any other form or location. Vendor is responsible for monitoring the Bulletin. The State will not be held responsible if Vendor fails to receive the optional e‐mail notices.
  3. **Solicitation Contact**: The individual listed below shall be the single point of contact for this solicitation. Unless otherwise directed, do not discuss the solicitation or any Offer, directly or indirectly, with any University officer or employee other than the Solicitation Contact. Suspected errors in the solicitation should be immediately reported to the Solicitation Contact. The University shall not be held responsible for information provided by any other person.

Solicitation Contact: Daniel Szajna Phone: (217) 333‐2650 University Name: University of Illinois – Strategic Procurement Fax: (217) 239‐6760

Street Address: 1817 South Neil Street, Suite 202 Email: [dszajna@uillinois.edu](mailto:dszajna@uillinois.edu)

City, State Zip: Champaign, Illinois 61820

* 1. **Vendor Questions / University Responses**: All questions that pertain to this solicitation, other than those raised at any Vendor conference, must be in written form and submitted to the Solicitation Contact no later than June 25, 2015 at 5:00 PM. Questions received and University responses may be posted as an Addendum to the original solicitation on the Bulletin; only these written responses to questions shall be binding on the University. Vendors are responsible for monitoring the Bulletin for Addendums and other updates.
  2. **Pre‐Proposal Conference**:  Yes Mandatory Attendance:  No

The University will be holding a non‐mandatory pre‐proposal conference for this solicitation. Although the pre‐ proposal conference is not mandatory, potential Respondents are strongly encouraged to attend. The pre‐proposal conference will consist of the description of administrative compliance requirements, an overview of the solicitation process, and how to prepare/submit your proposal. Participants will also be provided an opportunity to ask questions related to the solicitation.

The pre‐proposal conference will start immediately at the time and location indicated below. Date: June 19, 2015 Time: 1:30 PM – 3:30 PM

Location: 1817 South Neil Street, Suite 204

Champaign, Illinois 61820

* 1. **Due Date, Time and Address for Submission of Offers**: Offers will be opened at the “Submit/Deliver Offers To” address provided below on the “Offer Due Date & Time” specified below.
     1. Offer Due Date: July 9, 2015 Time: 3:00 PM
     2. Submit/Deliver Offers To: Label (outside of envelopes/containers):

University: University of Illinois –Strategic Procurement

Sealed Offer – Do Not Open

Attn: Daniel Szajna Project Title: Commercial Card Services RFP

Address: 1817 South Neil Street, Suite 202 Reference #: 1DGS1501 City, State Zip: Champaign, Illinois 61820 July 9, 2015 at 3:00 PM

*Vendor Name Vendor Address*

* 1. **Submission of Offers**: Offers must be submitted in two packets as shown below and clearly labeled with the Request for Proposal title, reference number, packet number, the Offeror’s name and the wording: **“Sealed Offer – Do Not Open”**.

Packet 1 shall contain the Vendor’s response to the Specifications/Qualifications/Statement of Work and all other non‐pricing related information requested, including but not limited to the Offer Letter and Attachments.

Packet 2 shall ONLY include Vendor’s Pricing Offer provided in Section 2. **DO NOT INCLUDE ANYTHING EXCEPT PRICING IN PACKET 2.**

Packet 3 Utilization Plan shall ONLY include Vendor’s Utilization Plan provided in Appendix II. **DO NOT INCLUDE ANYTHING EXCEPT UTILIZATION PLAN IN PACKET 3.**

Seal each packet separately and label with the packet number. The two separately sealed packets may be submitted together in one shipping box or may be submitted separately in two individual shipping boxes.

|  |  |  |  |
| --- | --- | --- | --- |
| **Subject Matter** | **# of Originals** | **# of Hard Copies** | **# of CDs or Other** |
|  |  |  | **Electronic Media** |
| Specifications/Qualifications/Statement of Work | 1 | 8 | 1 |
| &Required Forms – Packet 1 |  |  |  |
| Pricing – Packet 2 | 1 | 2 | 1 |
| Utilization Plan | 1 | 1 | 1 |

* 1. **Late Submission:** Offers submitted late will not be considered. Late submissions may be returned at Vendor’s request and expense.
  2. **Offer Firm Time:** The Offer must remain firm for one hundred twenty (120) days from opening.
  3. **Security**: For this solicitation, the University is not requiring a performance bond with your proposal; however, during the term of a Contract, if the Contracted Respondent is not meeting the requirements in this solicitation and their subsequent proposal, the University reserves the right to request a performance bond as a security.
  4. **Small Business Set‐Aside:** Yes  No. If “Yes” is marked, Vendor must be qualified by the Small Business Set‐ Aside Program at the time Offers are due in order for us to evaluate Vendor’s Offer. For complete requirements, visit ([http://www.illinois.gov/cms/business/sell2/Pages/VendorSearch.aspx).](http://www.illinois.gov/cms/business/sell2/Pages/VendorSearch.aspx))
  5. **Employment Tax Credit**: Vendors who hire qualified veterans and certain ex‐offenders may be eligible for tax credits. 30 ILCS 500/45‐67 & 45‐70. Please contact the Illinois Department of Revenue (217‐524‐4772) for information about tax credits.
  6. **Governing Law and Forum**: Illinois law and rule govern this solicitation and any resulting contract. Vendor must bring any action relating to this solicitation or any resulting contract in the appropriate court in Illinois. This document contains statutory references designated with “ILCS”. You may view the full text at [http://www.ilga.gov/legislation/ilcs/ilcs.asp.](http://www.ilga.gov/legislation/ilcs/ilcs.asp) The Illinois Procurement Code (30 ILCS 500) ([http://www.ilga.gov/legislation/ilcs/ilcs3.asp?ActID=532&ChapterID=7)](http://www.ilga.gov/legislation/ilcs/ilcs3.asp?ActID=532&amp;ChapterID=7)) and the Standard Procurement Rules (44 Ill. Admin. 4) (<http://www.ilga.gov/commission/jcar/admincode/044/04400004sections.html)> are applicable to this solicitation.
  7. **Public Records and Requests for Confidential Treatment**: Offers become the property of the University. All Offers will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules, unless Vendor requests in its Offer that the University treat certain information as confidential. A request for confidential treatment will not supersede the University’s legal obligations under FOIA. The University will not honor requests to keep entire Offers confidential. Vendors must show the specific grounds in FOIA or other law or rule that support application of confidential treatment. Regardless, the University will disclose the successful

Vendor’s name, the substance of the Offer, and the price. If Vendor requests confidential treatment, Vendor must submit additional copy/copies of the Offer with proposed confidential information redacted. This redacted copy must tell the general nature of the material removed, and shall retain as much of the Offer as possible. On **Attachment FF**, Vendor shall list the provisions, identified by section number, for which it seeks confidential treatment and identify the statutory basis under Illinois or other applicable law and include a detailed justification for exempting the information from public disclosure. Vendor will hold harmless and indemnify the University for all costs or damages associated with the University honoring Vendor’s request for confidential treatment. Vendor agrees the University may copy the Offer to facilitate evaluation, or to respond to requests for public records. Vendor warrants that such copying will not violate the rights of any third party.

* 1. **Reservations:** Vendor must read and understand the solicitation and tailor the Offer and all activities to ensure compliance. The University reserves the right to amend the solicitation, reject any or all Offers, award by item, group of items, or grand total, and waive minor defects. The University may request a clarification, inspect Vendor’s premises, interview staff, request a presentation, or otherwise verify the contents of the Offer, including information about subcontractors and suppliers. The University may request best and finals when appropriate. The University will make all decisions on compliance, evaluation, terms and conditions, and shall make decisions in the best interests of the University and in accordance with the Illinois Procurement Code, rules and other applicable state and federal statutes and regulations. This competitive process may require that Vendor provide additional information and otherwise cooperate with the University. If a Vendor does not comply with requests for information or cooperate, the University may reject the Offer as non‐responsive to the solicitation. Submitting an Offer does not entitle Vendor to an award or a contract. Posting Vendor’s name in a Bulletin notice does not entitle Vendor to a contract. The University is not responsible for and will not pay any costs associated with the preparation and submission of any Offer. Awarded Vendor(s) shall not commence, and will not be paid for any billable work prior to the date all parties execute the contract.
  2. **“Prohibited Bidder”:** No person or business who contracts with a State agency to write specifications or submitted unsolicited specifications to meet this procurement need shall submit a bid or proposal or receive a contract for this procurement (30 ILCS 500/50‐10.5. If you are unsure of your eligibility to submit a response, contact the solicitation contact.
  3. **Protest Review Office:** Vendor may submit a written protest to the Protest Review Office following the requirements of the Standard Procurement Rules (44 Ill. Admin. Code 4.5550). For protests related to specifications, the Protest Review Office must physically receive the protest no later than 14 days after the solicitation or related addendum was posted to the Bulletin. For protests related to rejection of individual proposals, or of awards, the protest must be received by close of business no later than 14 days after the protesting party knows or should have known of the facts giving rise to the protest. The Protest Review Office’s information is as follows:

Chief Procurement Office Phone: (217) 558‐3724

Attn: Protest Review Office Facsimile: (217) 558‐2164 401 S. Spring Street

Suite 514 Stratton Office Building Illinois Relay: (800) 526‐0844 Springfield, IL 62706

## Selection of Vendor

* 1. **Evaluation Process**: The University will determine how well Offers meet the Responsiveness requirements. The University will rank Offers, without consideration of Price, from best to least qualified using a point ranking system (unless otherwise specified) as an aid in conducting the evaluation. Vendors who fail to meet minimum requirements or who receive fewer than the minimum required points, if applicable, will not be considered for Price evaluation and award.

The University evaluates three categories of information: Responsiveness, Responsibility, and Price. The University will consider the information provided and the quality of that information when evaluating Offers. If the University finds a failure or deficiency, the University may reject the Offer or reflect the failure or deficiency in the evaluation.

* + 1. RESPONSIVENESS: A responsive Offeror is one who has submitted an Offer that conforms in all material respects to the Request for Proposal. Note that completeness of the Offer (e.g. filling in blanks, signing and providing identified forms) is a part of the evaluation of responsiveness.
       1. The University will determine whether vendor’s Offer complied with the instructions for submitting Offers. Except for late submissions, and other requirements that by law must be part of the submission, the University may require that a vendor correct deficiencies as a condition of further evaluation.
       2. The University will determine whether the Offer meets the stated requirements. Minor differences or deviations that have negligible impact on the suitability of the supply or service to meet the University’s needs may be accepted or corrections allowed.
       3. When the specification calls for “Brand Name or Equal,” the brand name product is acceptable. Other products will be considered with proof the other product meets stated specifications and is equivalent to the brand product in terms of quality, performance and desired characteristics.
    2. RESPONSIBILITY: A responsible Offeror is one who has the capability in all respects to perform fully the contract requirements and who has the integrity and reliability that will assure good faith performance. The University will determine whether the Offeror is a “Responsible” Offeror and one with whom the University can or should do business. The University may consider factors including the following:
       1. Political contributions, certifications, conflict of interest, financial disclosures, past performance in business or industry, references (including those found outside the Offer,) compliance with applicable laws, financial responsibility, insurability, equal opportunity compliance, payment of prevailing wages if required by law, capacity to produce or sources of supply, ability to provide required maintenance service or other matters relating to the bidder’s probable ability to deliver in the quality and quantity within the time and price as specified in this solicitation.
       2. Awarded Vendors must at all times, including during any resulting contract, have financial resources sufficient, in the opinion of the University to ensure performance of the contract. Vendor must provide proof upon request. The University may require a performance bond if, in the opinion of the University, it will ensure performance of the contract. The University may terminate the Contract if the Vendor lacks the financial resources to perform under the Contract.
    3. TECHNICAL PROPOSAL EVALUATION The University will determine the most advantageous proposal, taking into consideration the evaluation factors shown below.
       1. The University will evaluate Respondent’s overall technical proposal (Section 1 including all appendixes/attachments except Appendix II).
       2. The minimum point value required for technical proposal evaluations is 2,600 points of the total available technical evaluation points, 4,000 points. Respondents who receive

fewer than the minimum required points will not be considered for price evaluation or award.

* + - 1. The chart below shows the technical elements of Responsiveness in point format.

|  |  |
| --- | --- |
| **Overall Technical Evaluation Factors:** | **Maximum Points Possible** |
| ***Section 1 – Overall Technical Evaluation Factors (in order of importance):***   * ***Functional Requirements*** * ***Information Technology Requirements*** | ***4,000*** |
| Ranking of importance by section is provide below:   1. Information Technology Requirements (Section 1.5) 2. Types of Cards/Programs (Section 1.4) 3. Reporting (Section 1.6) 4. Fraud Protection, Monitoring and Other Program Benefits (Section 1.7) 5. Services Required (Section 1.3) 6. Respondent’s Qualifications/Experience (Section 1.2) | |
| **Mandatory Requirements:** |  |
| Identified within Section 1 of this solicitation (See Section 1.1.2 for additional information) | Not Applicable |

The University will evaluate Technical Proposals to determine whether the offer meets the stated requirements. Minor differences or deviations that have negligible impact on the suitability of the supply or service to meet the Universities’ needs may be accepted or corrections allowed. If no administratively compliant and responsible Respondent meets a particular requirement, we may waive that requirement.

* + - 1. Respondents that meet the minimum technical evaluation requirement identified in

B.1.3.3 will be required to provide an online presentation to the evaluation team demonstrating the functionality of the proposed system. **These presentations are proposed to be scheduled the week of August 3, 2015** however, this is an estimated date as the actual schedule will be dependent on the time it takes to complete the initial technical evaluation. Respondents will be contacted and assigned presentation times within a reasonable amount of time prior to the presentation.

If desired, Respondents may provide their presentation in person at University of Illinois, University Sourcing’s location (1817 S. Neil St., Suite 202, Champaign, IL 61820) while broadcasting the presentation through the University’s Microsoft Lync system to satellite evaluation committee members. If Respondent will not be on‐site for the presentation, then it will be the Respondent’s responsibility to setup the conference call and internet sharing services necessary for the presentation (at no cost to the University). It is anticipated that the online presentation will need to be viewed by at a minimum of 20 separate sites/connections.

An outline of what the Vendor Presentation must include is as follows:

1. Introduction of Presenters
2. Overview of the Company
   1. Years in business providing Commercial Card Services
   2. Overview of the customer service proposed
3. Overview of the Proposed Card Program
   1. Identify whether the proposed solution is a Visa or MasterCard or equal
   2. Explain the benefits of the chosen card proposed including additional features and benefits to the University and users
   3. Describe the availability of EMV technology
4. Overview of the Proposed Card Management and Reconciliation Systems
   1. Requirements to access the system
   2. Security features
5. Presentation of Log‐In to the Proposed Card Management and Reconciliation Systems
   1. Demonstrate restriction of the systems to Authorized Users
   2. Identify how access to the systems will be provided
6. For the Card Management System:
   1. Demonstrate how to issue a card
   2. Demonstrate how restrictions can be added, changed and modified
   3. Demonstrate how the University will be able to assign a hierarchy to the card issued
   4. Identify how a card can be deactivated and cancelled
7. For the Reconciliation System:
   1. Demonstrate how charges are displayed under a user profile
   2. Demonstrate how a user can assign a CFOAPAL to the charge identified
   3. Provide an overview of the routing/approval process for a posted charge
8. To Process a SUA Payment:
   1. Demonstrate how the University can initiate a payment through a single use account.
   2. Demonstrate how the University can assign a CFOAPAL to the SUA payment.
9. Identification of fraud prevention mechanisms provided
10. Identification of reporting abilities of the proposed systems
11. Identification of training resources provided through the systems

Respondents that are requested to provide a presentation and do not will be considered not responsive and their proposal will not be further evaluated.

|  |  |
| --- | --- |
| **Respondent Presentations:** | **Maximum Points Possible** |
| ***Section B.1.3.4*** | ***Total 1,000*** |

* + 1. PRICE: The University will evaluate price in accordance with the evaluation criteria set forth below and will determine if the Offeror’s price is fair and reasonable. Pricing evaluation will be conducted by determining the estimated revenue share less the anticipated cost of program implementation and management, as determined utilizing historical program use, for the initial term of the proposed award (approximately a five year term). Historical use is provided in Section 1.4.1 of the solicitation document.

The total number of points for Price is 6,000. The University will determine Price points using the following formula:

Maximum Price Points X ([Respondent’s Revenue Share – Respondent’s Implementation and Management Costs] ÷ [Highest Valued Respondent’s Revenue Share – Implementation and Management Costs]) = Total Price Points

The factors that will go into pricing evaluations are outlined below:

|  |  |
| --- | --- |
| **Overall Pricing Evaluation Factors:** | **Maximum Points Possible** |
| ***Section 2 – Overall Pricing Evaluation Factors*** | ***6,000*** |
| Revenue Share (Section 2.2) Program Fees (Section 2.3)  Program Implementation Additional Consideration (Section 2.4) Pricing Adjustments (Section 2.6) | |

* 1. **Award**: The University is not obligated to award a contract pursuant to this solicitation. If the University issues an award, the award shall be made to the responsible Offeror whose proposal is determined in writing to be the most advantageous to the University, taking into consideration the evaluation factors set forth in this Request for Proposals and price. The University will post a notice to the Bulletin identifying the apparent most responsive/responsible Vendor.

If the University does not consider the Price to be fair and reasonable and negotiations fail to establish an acceptable Price, the University reserves the right to cancel the award and take appropriate action to meet the needs of the University. The University will determine whether the price is fair and reasonable by considering the Offer, including the Vendor's qualifications, the Vendor's reputation, all prices submitted, other known prices, the project budget and other relevant factors.

#### End of Instructions

1. **Offer Letter**

#### Commercial Card Services Request for Proposal, Solicitation Reference Number 1DGS1501

The undersigned authorized representative of the identified Vendor hereby submits this Offer to perform in full compliance with the subject solicitation. By completing and signing this Form, we are making an Offer to the University that the University may accept.

We have marked each blank below as appropriate and have used N/A when a section is not applicable to this solicitation or our response. We understand that failure to meet all requirements may be cause for disqualification.

1. **Solicitation and Contract Review**: We have reviewed the Request for Proposal, including all referenced documents and instructions, completed all blanks, provided all required information, and demonstrated how we will meet the requirements of the University.

Yes No

1. **Addenda**: We acknowledge receipt of any and all addendums to the solicitation and have taken those into account in making this Offer.

Yes No N/A

1. **Vendor Conference**: We attended the Pre‐Proposal Conference (not mandatory). Yes No
2. **Offer Submission**: We are submitting the correct number of copies, in a properly labeled container(s), addressed to the correct location.

Yes No

1. **Security**: We are submitting our Performance Bond. Yes No  N/A
2. We have enclosed the completed items as shown below:

#### Packet 1 (Section 1 and all Attachments/Appendices except Appendix II)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Requirement** | **Location** | **Check One:** | | | | | | |
| Respondent’s Qualifications/Experience | Section 1.2 |  |  | Yes |  | No |  |  |
| Services Required | Section 1.3 |  |  | Yes |  | No |  |  |
| Types of Cards/Programs | Section 1.4 |  |  | Yes |  | No |  |  |
| Information Technology Requirements | Section 1.5 |  |  | Yes |  | No |  |  |
| Reporting | Section 1.6 |  |  | Yes |  | No |  |  |
| Fraud Protection, monitoring & Other Program Benefits | Section 1.7 |  |  | Yes |  | No |  |  |
| Subcontracting | Section 1.8 |  |  | Yes |  | No |  | N/A |
| Where Services Are to Be Performed | Section 1.9 |  |  | Yes |  | No |  |  |
| Standard Terms and Conditions | Attachment AA |  |  | Yes |  | No |  |  |
| Supplemental Provisions | Attachment BB |  |  | Yes |  | No |  |  |
| **Form A** – Certifications and Disclosure for Respondents not Registered with the Illinois Procurement Gateway   1. Business Information 2. Department of Human Rights Public Contracts Number\* 3. Certifications\*    1. Illinois Board of Elections Registration\*    2. Legal Business Entity Authorized to Conduct Business in Illinois\* 4. Disclosure of Business Operations in Iran\* 5. Financial Disclosures and Conflicts of Interest\* | Attachment CC |  |  | Yes |  | No |  | N/A |
|  |  | Yes Yes Yes Yes Yes Yes Yes |  | No No No No No No No |  | N/A |
| **Form B** – Certifications and Disclosures for Respondents Registered with the | Attachment DD |  |  | Yes |  | No |  |  |
| Illinois Procurement Gateway |  |  |  |  |  |  |  |  |
| 1. Certification of Illinois Procurement Gateway Registration\* |  |  |  | Yes |  | No |  |  |
| 2. Certification Timely to this Solicitation\* |  |  |  | Yes |  | No |  |  |
| 3. Disclosure of Lobbyist or Agent |  |  |  | Yes |  | No |  |  |
| 4. Disclosure of Current and Pending Contracts |  |  |  | Yes |  | No |  |  |
| Subcontractor Information | Attachment EE |  |  | Yes |  | No |  | N/A |
| Vendor Exceptions | Attachment FF |  |  | Yes |  | No |  | N/A |

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Location** | **Check One:** |
| Vendor Confidential Information, including redacted copy of proposal | Attachment FF | Yes No N/A |
| References | Attachment GG | Yes No |
| Cooperative Contracting | Appendix I | Yes No |

\*Denotes an item/section that is required to be considered administratively compliant

|  |  |  |  |
| --- | --- | --- | --- |
| **Packet 2 (Section 2)**  Pricing in a separately sealed envelope or container: | Section 2 | Yes | No |
| **Packet 3 (Appendix II)**  Utilization Plan in a separately sealed envelope or container: | Appendix II | Yes | No |

1. **Preferences/Special Programs:** The Illinois Procurement Code provides various preferences and special programs to promote business opportunities in Illinois. We believe we are eligible for the preferences or special programs identified below and have checked each that applies to this Offer. We have provided an explanation of qualification. We understand that the University reserves the right to make a final determination regarding whether the preference or special program applies to us.

Resident Bidder (30 ILCS 500/45‐10). Soybean Oil‐Based Ink (30 ILCS 500/45‐15). Recycled Materials (30 ILCS 500/45‐20).

Recycled Paper (30 ILCS 500/45‐25).

Environmentally Preferable Supplies (30 ILCS 500/45‐26). Correctional Industries (30 ILCS 500/45‐30).

Sheltered Workshops for the Severely Handicapped (30 ILCS 500/45‐35). Gas Mileage (30 ILCS 500/45‐40).

Small Businesses (30 ILCS 500/45‐45).

Illinois Agricultural Products (30 ILCS 500/45‐50). Corn‐Based Plastics (30 ILCS 500/45‐55).

Disabled Veterans (30 ILCS 500/45‐57).

Vehicles Powered by Agricultural Commodity‐Based Fuel (30 ILCS 500/45‐60) Biobased Products (30 ILCS 500/45‐75).

Historic Preference Area (30 ILCS 500/45‐80). Procurement of Domestic Products (30 ILCS 517). Public Purchases in Other State (30 ILCS 520).

Illinois Mined Coal Act (30 ILCS 555).

Steel Products Procurement (30 ILCS 565).

Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575). Veteran’s Preference (330 ILCS 55).

Items that Qualify and Explanation:

We certify that no alterations or modifications have been made to the original content of this solicitation or other related procurement documents (either text or graphics and whether transmitted electronically or hard copy). Any alternates or exceptions (whether to products, services, terms, conditions, or other procurement document subject matter) are clearly noted in **Attachment FF**. We understand that failure to comply with this requirement may result in our Offer being disqualified and, if determined to be a deliberate attempt to misrepresent our Offer, may be considered as sufficient basis for suspension or debarment from consideration for future contract awards.

Vendor Name:

Signature of Authorized Representative:

Printed Name of Signatory: Date:

Title of Signatory:

### Section 1 ‐ Specifications/Qualifications/Statement of Work

#### 1.1 University’s Need for Services:

The purpose of this solicitation is to establish a Contract with a Vendor who is responsible and responsive to provide Commercial Card Services. The proposed award is designed to offer flexibility in product selection from varying types of Commercial Cards. The University expects the award to include streamlined reconciliation and payment processes and include a competitive revenue share program.

The term of the award will begin upon Contract execution and end five‐years from that date. The Contract will have two renewal periods. The first optional renewal period is for a three‐year period from the end of the initial term. The second optional renewal is for a two‐year period from the end of the first renewal.

The Respondents should indicate whether their firm can and will provide each requirement by providing a detailed narrative as to how they will meet the requirements identified. Respondents must answer all questions thoroughly in order to show that their company is capable and responsible. Additional details, which concisely and thoroughly describe how each requirement is to be met, must be provided with Respondents’ technical proposal response, using the same numbering system as in this solicitation. Failure of the Respondents to utilize the numbering system provided throughout their response may result in the proposal being considered not responsive.

Submittal of printed brochures or publications is not required and such general material will not be evaluated or considered as a detailed reply as requested above. Reference to any attached Respondent literature, brochures, or contract documents will not satisfy the requirement for specifically identifying exceptions, qualifications, and/or deviations from general requirements and specifications. Any exceptions, qualifications, and/or deviations must reference the item number and page number corresponding to the appearance of the item in this solicitation document.

* + 1. Brand Name or Equal Requirement

Pursuant to Section 4.2050 of the Procurement Rules, the University is requiring card programs proposed under this solicitation be brand name or equal to Visa or MasterCard. “Or equal” submissions will be reviewed, based off of the number of international and domestic retail merchant locations accepting the proposed card program (as requested in Section 1.4.1.8.2), to determine whether or not another branded card program meets the “or equal” requirement.

The use of brand name or equal specifications is for the purpose of describing the standard of quality, performance and characteristics desired for the University’s commercial card services program and is not intended to limit or restrict competition. "Or equal" submissions will not be rejected because of minor differences in design, or features that do not affect the suitability of the product for its intended use. Burden of proof that the product is equal is on the Respondent.

* + 1. Mandatory Requirements

Throughout the solicitation document, the University has identified “Mandatory Requirements”. Mandatory Requirements will be evaluated on a pass/fail basis. Respondents must meet mandatory requirements without qualification. If a respondent is not able to meet a mandatory requirement, the Respondent’s proposal will cease to be evaluated. If all respondents that pass administrative review are unable to meet a mandatory requirement, the University reserves the right to remove that requirement from the evaluation process. All mandatory requirements are identified in tables in their respective section of the solicitation document. A sample table is provided below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement** | | **Check if Able to Provide** | **Check if Unable to Provide** | **Comments** |
| A | {Requirement Stated Here} |  |  |  |

* + 1. Evaluated Requirements

Requirements not identified as “mandatory requirements” as described in Section 1.1.2 will be evaluated as outlined in Section B.1 as part of the Respondent’s Technical Evaluation. Although these requirements are not mandatory,

* + 1. Exceptions

For each required service and/or specification, the Respondent must note on the Exception Sheet included in this solicitation (Attachment FF), if the Respondent takes exception to any requested service and/or specification. Failure to note an exception will be considered as acceptance of the services and specifications listed in this solicitation. Any exception taken to the services/specifications will be reviewed and determined whether or not the University can accept the exception. In the event that the University cannot accept a requested exception, the University may request clarification on your exception request. If the University

cannot accept a requested exception and is unable to clarify your exception request to an exception that will continue to meet the University’s needs then the requested exception may result in the rejection of the Respondent’s offer.

#### 1.2 Respondent’s Qualifications/Experience

* + 1. Respondent’s Qualifications
       1. Provide responses to the following:
          1. Provide the full name, main address and phone number of the proposed bank’s headquarters.
          2. Describe the structure of your Commercial Card program
          3. Provide the number of Commercial Card clients (not small businesses or revolving card clients) including the total number of individual Commercial Cards in your portfolio and total charge volume.
          4. Indicate how long Respondent has offered Commercial Card Services.
          5. Describe any specific restructuring, mergers and/or downsizing with Supplier’s firm that have occurred during the past three years or is anticipated in the next three years, noting potential impacts to the Services/Products contemplated by this RFP.
          6. Provide three‐years of the most‐recent/completed financial statements or 10K documents (may provide links to electronic copies).
    2. Respondent’s References

Respondent’s past experience, performance and capabilities to perform, will be considered and evaluated based on prior experience and performance for comparable peer institutions and/or state/federal government agencies. Therefore, the Respondent must provide references to whom the Respondent has provided a similar Commercial Card program. It is important that the Respondent give the correct contact email address and contact name in Attachment GG – References, as the references are a part of the technical evaluation; and count towards the point total for award of a contract.

It is the Respondent’s responsibility to contact their references prior to listing them to verify contact information, including the correct email address.

#### 1.3 Services Required:

* + 1. Program Requirements

##### Banking Relationship

All Respondents are required to identify the type and level of banking account relationship that the University must maintain throughout the term of the Award in order to support a potential Commercial Card program with the Respondent or the Respondent’s proposed bank. If the University currently has a banking relationship with the Respondent or Respondent proposed bank, Respondent must identify whether or not the University’s current relationship meets the requirements to enact the Respondent’s proposed Commercial Card program. The following responses are required for this section:

* + - * 1. Provide a sample copy of a Corporate Resolution and any account documents required to establish the Respondent as an official depository with the University.
        2. Identify the dollar amount of depository funds and type of accounts funds that must be placed in with the Respondent or the Respondent’s bank providing the Commercial Card program. Note that any deposited funds required in excess of FDIC insurance limits must be collateralized by acceptable securities per the terms of the Illinois Public Funds Investment Act and State Treasurer’s Investment Policy.

##### Program Implementation

The current University of Illinois Commercial Card program award expires June 30, 2015. This current award also has three one‐year renewals remaining. The University would like to utilize the Commercial Card program, awarded under this solicitation as soon as possible. The University understands that an additional renewal or renewals of the University’s current program award may be required to successfully implement the Commercial Card program awarded under this solicitation.

Due to the size of the current program, the University is open to program implementation that rolls out new Commercial Card program to a campus, college, department or unit in a structured manner over a set period of time. The University would consider a one‐time transition or change over to a new program across the entire University system. In order for the program implementation to be successful, the University would like all Respondents to provide program implementation for the scenarios listed above along with the reasons for or against each scenario.

The date a program implementation will be determined upon the execution of a contract. Respondents should provide an open date for the beginning of the proposed program implementation. Complete program implementation is expected to

take less than a calendar year, however, a program implementation with a more aggressive timeline (less than a calendar year) will be considered.

Provide the following responses for this Section:

* + - * 1. Identify which methodology the Respondent recommends for implementing a new Commercial Card program with a customer the size of the University of Illinois.
        2. Explain the benefits to the proposed methodology and examples of other programs the Respondent has implemented to demonstrate this is the best methodology.

The following responses are required for a structured roll‐out to individual campuses, colleges, and departments:

* + - * 1. Provide a timeline showing all University meetings, project kick‐off, initial program specifications, final specification determinations, programming, testing and training with a go‐live date for a Commercial Card program.
        2. Provide a list of the individuals that will be involved in the program implementation process. Include copies of these individuals’ resumes and identify their role in the process.
        3. Describe any expectations that the University will be required to provide in order to meet the Commercial Card program’s go‐live date identified by the Respondent.
        4. Identify any resources that will be required from the University in order to successfully launch a new Commercial Card program.
        5. Describe the areas of implementation which are of concern in delaying the ability to access the new Commercial Card program as timely as possible.
        6. With Respondent’s experience implementing programs of this size/scope, Identify the methodology that will be utilized to determine the size of the initial implementation and how subsequent campuses, colleges, departments or units will be implemented.

The following responses are required for a one‐time transition across the entire University system:

* + - * 1. Provide a timeline showing all University meetings, project kick‐off, initial program specifications, final specification determinations, programming, testing and training with a go‐live date for a Commercial Card program.
        2. Provide a list of the individuals that will be involved in the program implementation process. Include copies of these individuals’ resumes and identify their role in the process.
        3. Describe any expectations that the University will be required to provide in order to meet the Commercial Card program’s go‐live date identified by the Respondent.
        4. Identify any resources that will be required from the University in order to successfully launch a new Commercial Card program.
        5. Describe the areas of implementation which are of concern in delaying the ability to access the new Commercial Card program as timely as possible.

##### Account Representative

The University considers excellent customer service an essential requirement of this award. Therefore, the University expects the Awarded Respondent to provide an Account Representative with an equally knowledgeable back‐up Representative. The proposed Representatives should be available via telephone or e‐mail during normal working hours (Monday through Friday 8:00 a.m. – 5:00 p.m. Local Time) and be able to handle questions related to the overall Commercial Card program from University Payables Card Services.

Should any change be made in regards to the Account Representative, the backup Representative, or contact information (phone, e‐mail); the Respondent must supply new information, in writing, to the Contract Administrator and to University Payables Card Services prior to the change, or no more than one working day after the change has been in effect.

The following responses are required for this section:

*Account Representative:*

Direct Phone Number: E‐mail Address:

*Backup Account Representative*:

Direct Phone Number: E‐mail Address:

*Account Representative’s Manager*:

Direct Phone Number: E‐mail Address:

* + - * 1. Provide a resume for each of the individuals listed above.

##### Cardholder Customer Service

In addition to Account Representatives, the Respondent must provide a toll‐free number for cardholder customer assistance staffed 24 hours a day, 7 days a week, 365 days a year. This call center must be able to provide card services assistance, general use information, reporting for lost or stolen cards and replacement requests for lost or stolen cards. The University would prefer a dedicated phone number for cardholders. The following responses are required for this section:

* + - * 1. Identify the toll‐free number proposed for the University’s program.
        2. Describe if the proposed number will be dedicated to the University or if it will be shared with other customers.
        3. Identify the prompts that must be entered in order to speak to a live person.
        4. Provide the location of the Respondent’s proposed customer service call center.

##### Program Invoicing and Method of Payment

The University currently gets invoiced separately for P‐Card, T‐Card and SUA transactions. Due to programmatic oversight and approval for payment of invoicing varying by program, the University expects to maintain three separate invoices for each of the programs. Respondents may also propose a single invoice as long as the single invoice clearly denotes the three different programs and includes totals for each of the different programs. Invoicing should be submitted monthly at the beginning of the month. Invoices shall include a breakdown of transaction‐level detail by card issued (date, location, merchant name, amount and description where available).

The University expects Respondents to allow for various forms of payments for invoices submitted. ACH, Wire Transfer and checks must at a minimum be allowable forms of payment. The following responses are required for this section:

* + - * 1. Provide a sample invoice showing Respondent’s ability to separate out various card programs (P‐ Card, T‐Card and SUA).
        2. Identify the types of payment methods Respondent will accept from the University
        3. Provide a detailed outline of the information that the University will be required to submit along with its payment.

##### Use of the Program by University Related Organizations

A University Related Organization (URO) is an organization that has its own tax identification number but is functionally related to the University in some manner.

The University has a number of UROs which have a relationship to the University; however, these UROs have a different corporate make up and are not part of the government entity, the University of Illinois. For example, the University Foundation is a non‐profit organization, which is a URO to the University of Illinois. Some UROs are currently participating in the University’s Commercial Card program. In order to maintain a Commercial Card program, the University would prefer any potential new award to also allow the use of the program by UROs. These entities would be identified, in writing, by the University, prior to use of the program. The following responses are required for this section:

* + - * 1. Describe the criteria the Respondent would use to evaluate and determine whether or not a URO could participate in the proposed Commercial Card program.
        2. Provide a copy of any documentation that would be required to be completed by the URO in order to participate in the program.
        3. Identify potential concerns related to the use of the program by an URO.
        4. Describe whether or not a URO’s spend under the program would be counted towards the University’s overall revenue share.

##### Contract Documents

In order to review and evaluate the contractual requirements necessary for University to participate in the proposed commercial card program, Respondent is required to provide with its proposal a printed and editable electronic copy of all contractual agreements that will be required to be signed by the University. This includes Respondent’s required contractual documents and any documents required from the card issuer. It is expected that both the University and the successful Respondent will work in good faith in reaching a mutually acceptable contractual agreement. There are certain terms and conditions, however that are unacceptable to the University. Following is a non‐exclusive list:

* Governing law, venue and forum selection terms, other than the State of Illinois (understanding Federal National Association provisions for banking institutions).
* Clauses requiring the University to indemnify, defend, and hold harmless the Respondent or any other party (understanding the nature of the scope of this solicitation).
* Clauses that unduly restrict or place unacceptable claims of ownership on data which are the subject of the contract.
* Clauses relating to requiring the University to enter into reimbursement arrangements relative to attorney's fees and costs.
* Clauses the require binding arbitration of disputes.
* Confidentiality requirements that are not allowed under the Freedom of Information Act (5 ILCS 140/).
* Payment terms that are not allowed under the State Prompt Payment Act (30 ILCS 540/).

##### Overall Program Requirements

* + - * 1. MANDATORY REQUIREMENTS – The following mandatory requirements must be met for all card programs identified within this solicitation:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement** | | **Check if Able to Provide** | **Check if Unable to Provide** | **Comments** |
| A | All data acquired from the University though an awarded Commercial Card program and its transactional processes are proprietary information of the Board of Trustees of the University of Illinois. Such data may not be distributed, marketed or sold in any fashion for any reason. Restricted data includes, but is not limited to, names, addresses, e‐mail addresses, telephone numbers, accounting data, spending practices, procurement routines/tendencies, etc... |  |  |  |
| B | Invoices will be submitted individually for the P‐Card, T‐Card and SUA programs. If Respondent proposes a single invoice, the single invoice must clearly denote the different programs and provide totals for each of the different programs. |  |  |  |
| C | As requested in Section 1.3.1.7 above, provide a hard copy and an electronic copy of all contractual agreements that will be required to be signed by the University. |  |  |  |

#### 1.4 Types of Cards/Programs:

* + 1. Overall Card Program Requirements

Payments for purchases of goods and services that are procured by utilization of cards issued under the current program are processed through University Payables under the direction of the Senior Director of University Payables. University Payables reports to the Assistant Vice President of Procurement Services in the Office of Business and Financial Services.

The University’s current Commercial Card programs include, Purchasing Card (P‐Card), Corporate Card/Travel Card (T‐Card), Departmental Card (D‐Card), and Single Use Account (SUA). All cards are branded by MasterCard. The P‐Card and T‐Card are used for qualified purchases typically <$5,000 and the D‐Card is currently in a pilot program. The Commercial Card programs reside in University Payables (UPAY) Card Services and are managed by the Associate Directors of University Payables, for UPAY Support Services and an Assistant Director of UPAY Support Services (the program administrator), and a dedicated support staff of 4 full‐time employees. Card Services reports to the Senior Director of University Payables. Payables is a division of the Office of Business and Financial Services (OBFS).

There are currently 4,222 P‐Cards and 3,639 T‐Cards issued by JPMorgan Chase Bank to individual employees located at the University’s three campuses, Urbana, Chicago and Springfield, and individual employees in University Administration.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Card Program Calendar Year 2014 Calendar Year 2013** | | | | |
|  | **$ Amount** | **# of Transactions** | **$ Amount** | **# of Transactions** |
| **P‐Card Program** | $67,448,337 | 246,828 | $67,559,548 | 250,795 |
| **T‐Card Program** | $32,642,447 | 120,366 | $29,942,095 | 114,170 |
| **SUA Program** | $47,834,674 | 59,864 | $43,976,653 | 57,047 |

For Additional information related to the University’s current Card Services Respondents my visit: https://[www.obfs.uillinois.edu/card](http://www.obfs.uillinois.edu/card)‐ services/

* + - 1. ***Liability:*** The University will only accept liability for allowable charges made by an authorized cardholder using the card program but shall not be liable for any unauthorized and fraudulent use. Unauthorized and fraudulent use means the use of a charge card by a person or entity, other than the cardholder, who does not have actual or implied authority for such use and from which the University receives no benefit.

When a card has been used by an authorized cardholder to make an unauthorized purchase, the University is liable for the charge.

The cardholder will be responsible for notifying the Awarded Respondent when it becomes evident that a card is lost or stolen. The liability of the University for lost or stolen cards shall not exceed the lesser of $50 or the amount of money, property, labor, or services obtained before notification to the Awarded Respondent.

Notification to the Awarded Respondent is given when steps have been taken, as may be reasonably required in the ordinary course of business, to provide the Awarded Respondent with the pertinent information about the loss or theft of a card, regardless of whether the Awarded Respondent does, in fact, receive the information. Notification may be given, at the option of the person giving it, by telephone or in writing. Notification in writing is considered given whether or not received at the time of receipt or at the expiration of the time ordinarily required for transmission, whichever is earlier.

* + - 1. ***University Program Participants:*** The University’s current Commercial Card program includes the following participants:

University Payables Card Services:

University Payables Card Services (Card Services) is the University’s administration and oversight office for the Commercial Card program. Card Services is responsible for reviewing and processing applications for cardholders, establishing and maintaining participant role assignments and managing the day‐to‐day operations of the program. University Payables Card Services also acts as the liaison with the Commercial Card provider and auditors.

Department Card Manager (DCM):

A DCM is authorized by a Dean, Director or Department Head to provide oversight and management of the College, or Department’s Commercial Card program. A DCM assist with issuance of P‐Cards and T‐Cards to cardholders and is Card Services’ initial point of contact for program‐management and compliance related issues.

Cardholder: A cardholder is a University employee that is authorized to have a card under this program. A cardholder is required to complete a web‐based tutorial and pass a certification quiz prior to being issued a card.

*P‐Card Specific Roles:*

Reconciler: A reconciler reviews transactions, obtains original itemized receipts, and matches the order log with the charges from the bank in the P‐Card Web Solution system. A reconciler is required to complete a web‐based tutorial and pass a certification quiz prior to being assigned the role.

Approver: An approver reviews completed and reconciled transactions in the P‐Card Web Solution system for approval before they post in Banner (the University’s ERP system). An approver is required to complete a web‐based tutorial and pass a certification quiz prior to being assigned the role. This is an optional role.

Delegate: A delegate is an authorized individual that is assigned to “Act As” another program role holder to perform P‐Card related functions for the purpose of documenting, reconciling, approving or managing aspects of the card

program. A delegate is required to complete a web‐based tutorial and pass a certification quiz prior to being delegated a role. It is optional to the Reconciler and/or Approver to assign this role.

*T‐Card Specific Roles:*

Travel Arranger: A travel arranger is a cardholder who facilitates the purchase and payment of authorized travel expenses for University guests and employees. This is an optional role.

Proxy: A Proxy is an authorized individual who is set up by a T‐Card user as a proxy to create and edit travel expense reports in the University’s TEM System. This is an optional role.

Manager Approver: A manager approver reviews, approves, rejects and/or returns for more information submitted transactions in TEM prior to charge code review.

Charge Code Reviewer: A charge code reviewer is a second expense report reviewer who approves, rejects and/or returns for more information submitted transactions in TEM.

Pre‐Pay Audit: Pre‐pay audit can also approve, reject and/or or return expense reports for more information. Expense reports approved by pre‐pay audit post to Banner.

Provide the following responses to this Section:

* + - * 1. Provide a detailed response indicating the proposed program’s ability to accommodate the current roles identified in Section 1.4.1.2.
        2. Describe the University’s ability to establish work‐flow for the roles identified in Section 1.4.1.2.
      1. ***One Card Program:*** The University currently operates its P‐Card and T‐Card programs separately due to the ability to provide restrictions for Merchant Category Codes (MCC) and internal policies. Upon award, the University intends to maintain these separate programs; however, the University may, during the term of this award, decide it is beneficial to transition to a one card program. If, during the term of the award, the University determines it is beneficial to transition to a one card program, Respondent will be required to provide this program and implementation to the University. Provide the following responses to this Section:
         1. Describe the feasibility of being able to combine the University’s current P‐Card and T‐Card programs into a one card program. Include in this description the time it would be necessary to transition to a one card program and any requirements from the Respondent to change from the current two‐card program to a one card program.
         2. Identify how many MCC groups the University would be able to establish under a one card program.
         3. Describe any additional benefits the University would capture changing from the current P‐Card and T‐ Card programs to a one card program.
      2. ***Delivery of Cards*:** Respondents will be required to provide cards requested under the Program, directly to the provided address for the cardholder. Any costs associated with issuing a new card, issuing a replacement card or issuing a “rush” card or replacing a “rush” card must be identified in Respondent’s Pricing Proposal (Section 2). Normal delivery of cards should be within fourteen calendar days. Rush delivery, at a maximum, is considered two business days. For initial program implementation, Respondent’s delivery of cards should include the ability to incorporate a University provided notice to the cardholder. Any cost associated with incorporating a University provided notice must be identified in Respondent’s Pricing Proposal (Section 2). All deliveries must be made with a traceable delivery system. University Payables Card Services must be notified of all new, renewed or replacement cards via the next available transaction data file. Respondent must also provide the University with a process to issue renewal cards upon expiration of cards. Provide the following responses to this Section:
         1. Provide your proposed timeframe for the delivery of new and replacement cards.
         2. Provide your proposed timeframe for delivery of a rush card or rush replacement card.
         3. Identify the type of information that the University would be allowed to incorporate into the mailing of new or replacement cards.
         4. Identify how the Respondent will meet the delivery of cards with a traceable delivery system.
         5. Explain how the Respondent proposes to notify University Payables Card Services about new, replacement and renewed cards.
         6. Explain how the Respondent proposes to renew expiring cards issued under the program.
      3. ***Merchant Category Code Groups*:** The University currently utilizes MCC groups to establish a quick‐set of MCCs available through the card program. The University would like to have established MCC groups as a baseline for issuance of the various cards listed along with the ability to modify, add and delete MCC groups and MCCs within an established group throughout the term of the award. The University may utilize the ability to modify, add and delete individual MCCs for individual/specific cards. Provide the following responses to this Section:
         1. Describe your ability to establish MCC groups indicating the limitations on what can and cannot be set within a group.
         2. Explain if different MCC groups can be established for the different types of card programs identified in this Section.
         3. Describe the limitations on the number of MCC groups that would be allowed by card program type.
         4. Explain how the Respondent proposes to assist the University in establishing MCC groups for the card programs identified in this Section.
         5. Describe whether the proposed program allows multiple MCC groups to be assigned to a single card.
         6. Describe if a temporary MCC group assignment is available.
      4. ***File Turn Requirements*:** The University’s current Commercial Card payment terms are Net 14 days from cycle closing date. The University would like to maintain this payment term; however, the University is also interested in potential increase in revenue share based on a quicker file turn. Respondents must provide revenue share percentages for the discounts requested in its pricing proposal (Section 2), **do not** provide pricing information in this section. For your technical proposal and response to this section provide the following responses:
         1. Describe the maximum number of days for the University’s file‐turn for the proposed Commercial Card program.
         2. Provide the minimum number of days for the University’s file‐turn for the proposed Commercial Card program.
      5. ***MANDATORY REQUIREMENTS*** – The following mandatory requirements must be met for all card programs identified within this solicitation:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement** | | **Check if Able to Provide** | **Check if Unable to Provide** | **Comments** |
| A | Respondents are required to provide a MasterCard or a Visa or an equally branded card for use in the University’s Commercial Card Program |  |  |  |
| B | All cards issued must be provided with EMV to facilitate international transactions and additional security. |  |  |  |
| C | Respondent must agree to the liability terms identified in Section 1.4.1.1. |  |  |  |
| D | Each issued card must contain the University’s name (in a University approved format), the cardholder’s name, the University’s Tax Exempt Number and a card expiration date. |  |  |  |
| E | Each card issued, including replacement cards, must be delivered to the cardholder at their address on file by a traceable delivery system. |  |  |  |
| F | Activation of issued cards must be though use of the employee’s nine‐digit unique University Identification Number (UIN) and not a Social Security Number |  |  |  |
| G | The University must have the ability to set dollar amount limits for single transaction and monthly cycle limits real‐time within established limits. |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement** | | **Check if Able to Provide** | **Check if Unable to Provide** | **Comments** |
| H | The University must have the ability to set quantity or number of transaction limits on a daily and monthly basis near real‐time. |  |  |  |
| I | The University must have the ability to establish card profiles based on MCC groups to allow and restrict purchases on cards. |  |  |  |
| J | All cards issued must be able to be assigned to a hierarchy (e.g. campus, business unit, etc...). |  |  |  |
| K | Respondent must agree to implement a One Card Program, if requested by the University, during the term of the award. |  |  |  |
| L | Captured data, for reporting purposes, must contain level 1, 2 and 3 data whenever available and provided by the merchant. |  |  |  |
| M | All cards issued under the program including cards for the SUA, D‐Card, Declining Balance Card and Ghost Card programs must only be allowed to be issued after authorization from UPAY Card Services. |  |  |  |

* + - 1. ***Additional Responses to this Section:*** The following responses are required for this section:
         1. Identify the branding of the card proposed (Visa or MasterCard or equal). Explain why the chosen branding was recommended for the University’s Commercial Card Program.
         2. Provide the number of merchants accepting the branded card for the University’s program broken down by domestic and international locations. Specifically provide the number of domestic and international locations the proposed card would be accepted.
         3. Describe the timeline and process for the University to request a decrease to a transaction or cycle limit below current maximums ($4,999.99 per transaction; $25,000 per cycle).
         4. Describe the timeline and process for the University to request an increase to a transaction or cycle limit within the current maximums ($4,999.99 per transaction; $25,000 per cycle).
         5. Describe the timeline and process for the University to request an increase to a transaction or cycle limit beyond the current maximums ($4,999.99 per transaction; $25,000 per cycle).
         6. Identify what documentation or criteria needs to be met in order for a change to transaction or cycle limits.
         7. Describe the timeline and process for changes to MCC groups.
         8. Describe the timeline and process for changes to a cardholder’s profile.
         9. The proposed programs should not allow established limits to be exceeded. Identify whether or not a “forced transaction” would allow an established limit to be exceeded. Provide information on how a forced transaction is processed and identified by a merchant and how a forced transaction is identified to the University.
    1. Purchasing Card Program (P‐Card)

##### Description of P‐Card Use:

The University of Illinois P‐Card is University paid, University liability MasterCard charge card issued to authorized employees to simplify University authorized small dollar purchases of supplies and small equipment that are not travel related. P‐Card transactions are currently loaded, tracked and reconciled through P‐Card Web Solution. Cardholders must obtain an original, itemized receipt for each purchase. Cardholder or delegate ensures an order log is created for each transaction documenting the business purpose and details of the purchase. The Bank submits transaction details to the University that is loaded into the P‐Card Web Solution system. The Reconciler for the unit matches the information on the original receipt with the order log and with the transaction information loaded into the P‐Card Web Solution system. This system and process allows units to monitor purchases, keep records, and create reports. The purchase information is posted in Banner for accounting purposes. The University’s maximum P‐Card limits are $4,999.99 per transaction and $25,000 per cycle. DCMs have the

ability to set lower limits for individual Cardholders. DCMs can also request increases above these maximums which are processed by UPAY Card Services.

The University's P‐Card program also allows for issuance of a limited number of inactive emergency card. An emergency card has the ability to become activated when an emergency is declared by the University. An emergency card has increased limits and minimal restrictions on MCCs to facilitate the University’s response to the emergency.

The University’s P‐Card program also allows for issuance of limited number of settlement cards. Settlement cards are active cards and have increased limits and minimal restrictions on MCCs to facilitate the settlement of University payments.

##### Historical Use Data:

The following table outlines estimated historical use data currently available. These estimated amounts are only provided as a guideline for preparing your response, they are not a guaranteed dollar volume for future purchases. The University is not able to guarantee any specific dollar volume on this agreement and will not be able to commit to an agreement that requires and financial penalties for failure to continue to meet historical estimates provided. Respondent will be required to provide services under a resulting award regardless of actual spend.

The following table provides historical estimated P‐Card use:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **P‐Card 2014 2013 2012 2011** | | | | |
| **Number of Transactions** | 246,828 | 250,795 | 289,392 | 342,288 |
| **Total Spend Volume** | $67,448,337 | $67,559,548 | $80,320,742 | $99,121,709 |
| **Average Spend Per Card** | $14,621 | $13,324 | $16,128 | $19,228 |
| **Average Transaction Size** | $273 | $269 | $278 | $290 |
| **Average Number of Open Cards** | 4,613 | 5,070 | 4,980 | 5,155 |
| **Active Cards** | 3,177 | 3,329 | 3,390 | 3,668 |
| **Average File Turn Days (estimated)** | 28 | 28 | Not Available | Not Available |
| **Large Ticket Volume** | $1,002,728 | $1,039,211 | $3,696,439 | $6,361,245 |

* + - 1. ***Responses to this Section:*** The following responses are required for this section:
         1. Provide a copy of the application that will be required for an end‐user to request a P‐Card.
         2. Describe limitations on the proposed program for transaction and cycle limits.
         3. Provide the dollar amount limitations and the number of emergency‐use cards the University would be authorized to issue under the proposed programs.
         4. Describe the process that the Respondent would utilize to determine an actual emergency exists at the University and the process to activate the issued emergency cards under the program.
         5. Provide the dollar amount limitations and the number of settlement cards the University would be authorized to issue under the proposed programs.
    1. Corporate Card or Travel Card Program (T‐Card)
       1. Description of T‐Card Use:

The University of Illinois T‐Card is a University paid, University liability MasterCard charge card issued to employees to pay for qualified travel expenses, business meals and refreshments for specific events. The T‐Card may be used to relieve the employee from significant out of pocket expenses. The T‐Card may be issued to qualified University employees, including graduate students, who travel on University business and/or incur frequent authorized business meal or refreshment expenses.

The Travel and Expense Management (TEM) system is the repository for processing T‐Card transactions. T‐Card transactions load nightly in TEM and are processed using the TEM Expense Report (ER) approval workflow. The cardholder or Proxy is responsible for:

* attaching T‐Card transactions with an ER
* entering all required supporting documentation
* scanning all original receipts to TEM and attaching them with the applicable ER

The University’s maximum T‐Card limits are $4,999.99 per transaction and $25,000 per cycle. DCMs have the ability to set lower limits for individual Cardholders. DCMs can also request increases above these maximums which are processed by UPAY Card Services.

The University's T‐Card program also allows for selected individuals to have increased transaction and cycle limits to be utilized in a time of emergency or for routine large group travel.

* + - 1. Historical Use Data:

The following table outlines estimated historical use data currently available. These estimated amounts are only provided as a guideline for preparing your response, they are not a guaranteed dollar volume for future purchases. The University is not able to guarantee any specific dollar volume on this agreement and will not be able to commit to an agreement that requires and financial penalties for failure to continue to meet historical estimates provided. Respondent will be required to provide services under a resulting award regardless of actual spend.

The following table provides historical estimated T‐Card use:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **T‐Card 2014 2013 2012 2011** | | | | |
| **Number of Transactions** | 120,366 | 114,170 | 64,091 | 86 |
| **Total Spend Volume** | $32,642,447 | $29,942,095 | $16,527,646 | $15,751 |
| **Average Spend Per Card** | $9,169 | $8,987 | $7,732 | $371 |
| **Average Transaction Size** | $271 | $262 | $258 | $183 |
| **Average Number of Open Cards** | 3,560 | 3,332 | 2,138 | 42 |
| **Active Cards** | 1,853 | 1,707 | 972 | 7 |
| **Average File Turn Days (estimated)** | 23 | 24 | Not Available | Not Available |
| **Large Ticket Volume** | $68,741 | $6,144 | $4,924 | $0 |

* + - 1. ***Responses to this Section:*** The following responses are required for this section:
         1. Provide a copy of the application that will be required for an end‐user to request a T‐Card.
         2. Identify how Respondent determines which MCCs to restrict for the described T‐Card program.
         3. The University’s current T‐Card program does not allow for purchase of conference registrations. Identify how the Respondent would recommend the University address conference registrations without diminishing the protections provided by limitation of MCCs for T‐Cards.
         4. Describe limitations on the proposed program for transaction and cycle limits. Specifically indicate the high‐dollar amount limits that would be available to the University in time of emergency or in the event that a user has routinely large group travel booking requirements.
    1. Single Use Accounts (SUA)
       1. Description of SUA Use:

Single Use Accounts (SUA) are used by the University Payables to make payments to vendors for supplies and services. SUA are Corporate Liability accounts which provide a one‐time use credit card number for processing a payment to a vendor.

* + - 1. Historical Use Data:

The following table outlines estimated historical use data currently available. These estimated amounts are only provided as a guideline for preparing your response, they are not a guaranteed dollar volume for future purchases. The University is not able to guarantee any specific dollar volume on this agreement and will not be able to commit to an agreement that requires and financial penalties for failure to continue to meet historical estimates provided. Respondent will be required to provide services under a resulting award regardless of actual spend.

The following table provides historical estimated SUA use:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SUA 2014 2013 2012 2011** | | | | |
| **Number of Transactions** | 57,047 | 59,864 | 18,590 | 7,500 |
| **Total Spend Volume** | $43,976,653 | $47,834,674 | $17,187,181 | $8,243,567 |
| **Average Transaction Size** | $771 | $799 | $925 | $1,099 |
| **Average File Turn Days (estimated)** | 27 | 28 | Not Available | Not Available |
| **Large Ticket Volume** | $9,995,687 | $11,546,470 | 9,397,385 | $4,961,074 |

* + - 1. ***Responses to this Section:*** The following responses are required for this section:
         1. Describe the transaction level limits that would be imposed by the Respondent for a SUA program.
    1. Department Card Program (D‐Card)
       1. Description of D‐Card Use:

The University is currently operating a limited pilot program for Department Cards (D‐Cards). A D‐Card is issued to a unit, not a named individual. A D‐Card is a University paid and University liability MasterCard charge card. D‐Cards are used to purchase goods and services. Current University maximum limits are $250 per transaction and $5,000 per cycle.

* + - 1. Historical Use Data:

Due to the limited nature of the pilot program with D‐Cards, the University is not providing historical use data for this program. If the pilot program is rolled out in a larger fashion across the University, the spend and number of transactions under the program would increase.

* + - 1. ***Responses to this Section:*** The following responses are required for this section:
         1. Provide a copy of the application that will be required for an end‐user to request a D‐Card.
         2. Describe the transaction level and cycle limits that would be imposed by the Respondent for a potential D‐Card program.
         3. Describe the dispute resolution policies associated with a D‐Card since it is not issued in an individual’s name.
    1. Ghost Card Program
       1. Description of Ghost Card Use:

The University does not currently utilize a Ghost Card Program under its current Commercial Card program; however, the University may utilize these types of cards in the future and would like them available through the proposed award. A Ghost Card is a card that is a corporate liability and is not assigned to an individual. A ghost card is an account that can be used to make recurring payments to a single or multiple vendors.

* + - 1. Historical Use Data:

Due to the University’s lack of a ghost card program under the current Commercial Card program, the University does not have historical use data for this program. Availability of this program and use by the University would dictate potential future spend under this program.

* + - 1. ***Responses to this Section:*** The following responses are required for this section:
         1. Provide a copy of the application that will be required to request a Ghost Card.
         2. Describe the transaction level and cycle limits that would be imposed by the Respondent for a potential Ghost Card program.
    1. Declining Balance/Limit Card Program
       1. Description of Declining Balance/Limit Card Use:

The University does not currently utilize a declining balance/limit card program under its current Commercial Card program; however, the University may utilize these types of cards in the future and would like them available through the proposed award. Declining balance cards are cards are issued with a defined balance and expiration. A declining limit card is a card is issued with a limit that declines until it reaches $0and additional charges are not allowed. Potential uses for this program includes grant‐funded purchases, or other areas where a declining balance card would be beneficial.

* + - 1. Historical Use Data:

Due to the University’s lack of a declining card balance program under the current Commercial Card program, the University does not have historical use data for this program. Availability of this program and use by the University would dictate potential future spend under this program.

* + - 1. ***Responses to this Section:*** The following responses are required for this section:
         1. Provide a copy of the application that will be required for UPAY Card Services to request a declining balance card.
         2. Describe the transaction level and cycle limits that would be imposed by the Respondent for a potential Declining Card program.

#### 1.5 Information Technology Requirements:

The University currently utilizes various systems to authorize issuance of cards, reconcile transactions and maintain the general ledger of the University. The University is providing an overview of the current systems utilized. The University is accepting proposals that offer options to its current card management and transaction reconciliation systems; however, whether or not to incorporate a new system will be determined at a later date and possibly after a contract award and implementation of the new Commercial Card program (utilizing our current systems). It is important that Respondents provide responses to the sub‐sections within this section identifying responses to both its proposed card management software and its proposed reconciliation software. In the event that proposed card management software or card reconciliation software will not meet the University’s needs, Respondent will be required to maintain and provide the necessary interfaces to continue the use of the University’s current systems or a potential third‐party software system.

* + 1. Current Systems in Use:

The following is an overview of the current systems in use:

* + - 1. ***System of Record/General Ledger:*** The University’s system of record, which maintains its general ledger, is an Ellucian (**Banner**) ERP Application. All reconciled and approved transactions are incorporated into Banner.
      2. ***Program Management System:*** Current program management for the University’s Commercial Card program is done through the T‐Card Solution **(TCS)** and ExpensePath/**P‐Card Web Solution**. TCS and P‐Card Web Solution gives University Payables Card Services the ability to: authorize issuance of a card to a new cardholder; set up and change transaction and cycle limits for individual cards; cancel a card; and manage the cardholder’s information.
      3. ***T‐Card Reconciliation:*** T‐Card reconciliation is conducted utilizing the Travel Expense Management (**TEM**) system. TEM is provided by Infor Global Solutions. TEM accepts transaction detail from our current provider and notifies cardholders when transactions require reconciliation. Cardholders (or their delegates) are responsible for providing the justification for the purchase, attaching account information for the payment, and uploading imaged receipt documentation. The TEM system allows for workflow review and approval prior to posting to Banner.
      4. ***P‐Card Reconciliation:*** P‐Card reconciliation is conducted utilizing the ExpensePath/**P‐Card Web Solution** system. The P‐Card Web Solution accepts transaction detail from our current provider and notifies reconcilers when transactions require reconciliation. Cardholders (or their delegates) are responsible for providing the justification for the purchase and attaching account information for posting to general ledger. P‐Card Web Solution system does not allow for uploading imaged receipt documentation. P‐Card Web Solution requires workflow for review and approval prior to posting to Banner.
      5. ***SUA Payments:*** SUA Payments are made using the current provider’s software and University designed interface to post transactions to Banner.

##### Transaction Level Detail

Transaction level detail is downloaded directly from the current provider’s system in separate files for P‐Card, T‐Card and SUA purchases. Additional files would be required for the remaining card programs identified in this solicitation. Transaction level detail is provide in standard CDF format and the data is uploaded into the respective card’s reconciliation system (P‐Card Web Solution or TEM) for approval and reconciliation. Once approved and reconciled, P‐Card Web Solution and TEM post the transaction and payment information into Banner.

* + 1. University’s Accounting Codes: The University utilizes an accounting string referred to as a CFOAPAL. In order to accurately track expenses and post them to the University’s general ledger, the Respondent must be able to tie a CFOAPAL to individual

transactions. The University would like the additional functionality of being able to assign multiple CFOAPALs to a single transaction. CFOAPALs are continually added and/or deactivated. A CFOAPAL accounting string consists of the following:

* Chart: A single‐character alphanumeric which signifies which campus or major accounting entity is used to facilitate financial reporting.
* Fund: A six‐ character alphanumeric which is used to maintain a fund balance and a cumulative record of the sources of monies.
* Organization: A six‐character alphanumeric which is used to identify a functional reporting unit (such as a school, college or department) with discrete financial activities.
* Account: A six‐ character alphanumeric which is used to represent revenue, expenditure, asset, liability, equity and transfers.
* Program: A six‐ character alphanumeric which is used to determine the use of monies at the expenditure level. Program codes can be used by units to group similar activities that are on‐going or span more than one year.
* Activity (optional): A six‐ character alphanumeric used in tracking non‐budget control financial activities. This activity is usually short in duration.
* Location (optional): A six‐ character alphanumeric that is primarily used, but is not limited to, the Fixed Asset module to designate physical places or sites. Both building and geographic location codes were added to all four charts to facilitate cross‐campus activity tracking.
  + 1. Card Management System Functional Requirements: In order to implement a new Commercial Card program, the University intends to streamline implementation; however, the University does not intend to lose out on potential process improvements due to this streamlining. The University’s goal is to replace its card management systems, P‐Card Web Solution and TCS, with a card management system that is provided by the Awarded Respondent, unless the proposed system is unable to meet the University’s needs. This solicitation requests information related to the proposed card management system; however, the University is also requesting information related to the continued use of its current card management systems (P‐Card Web Solution and TCS) in the event the proposed solution would not meet the University’s requirements and/or to implement a new Commercial Card program in a more timely manner.

The University currently uses its P‐Card Web Solution and TCS systems to manage the Commercial Card program. In order to change to a new system, the proposed system would be required to provide the functions being handled in the current systems. These functions are outlined below along with high‐level actions that would be required of Respondent’s proposed Card Management System:

1. Card Issuance:
   1. Department Head approves issuance of a card to an employee.
   2. The applicant or DCM may complete cardholder application. If application completed by DCM, applicant reviews cardholder application.
   3. Authorization agreement agreed to by Applicant.
   4. Applicant completes P‐Card or T‐Card testing.
   5. Test passed or certification test was passed within a two‐year period.
   6. Card Services authorizes issuance of the new card.
   7. Card issued with at a minimum of a rolling two‐year expiration date.
2. Cycle and Transaction Limit Changes:
   1. Exception request form completed by Cardholder with DCM and Department Head approval or by DCM on behalf of Cardholder.
   2. Exception request form reviewed by Card Services.
      1. If denied, DCM notified with reason why and Card Services’ comments logged.
      2. If approved, Card Services make changes within card management system (may be date limited), and Card Services’ comments logged.
3. Replacement of a Card

Requires cancellation and issuance of new card (for lost, stolen or compromised cards)

* 1. Respondent, Card Services, or Cardholder would request cancellation of current card.
  2. Current Card cancelled through card management system.
  3. Test passed or certification test was passed within a two‐year period.
  4. Card issued with at a minimum of a rolling two‐year expiration date on card.

1. Changes/Modifications to a Profile:
   1. Cardholder submits change request to DCM.
   2. DCM provides change request through Card Management System to Card Services for review.
   3. Card Services reviews request.
      1. If approved, changes allowed to profile, Card Services’ comments logged and notification sent to User.
      2. If denied, DCM and User notified with reason; Card Services’ comments logged.
2. Suspension of a Card:
   1. DCM or Card Services determines need for suspension of a card (misuse, policy violations, programmatic needs, etc...).
   2. Suspension request submitted through card management system may be date range specific or for indefinite suspension; Card Services’ comments logged.
   3. Notification provided to Cardholder and DCM related to the card’s suspension.
3. Cancellation of a Card:
   1. DCM or Card Services determines need for cancellation of a card (termination of employment, change in department, misuse, policy violations, programmatic needs, etc...).
   2. Cancellation request submitted through card management system, Card Services’ comments logged.
   3. Notification provided to Cardholder and DCM related to the card’s cancellation.
4. Maintenance of Cardholders
   1. Excel spreadsheet of employees with “separated employment” status provided to Card Services by Human Resources.
   2. This spreadsheet is compared to current card holders (using University ID Number) to determine if a card is current.
   3. Separated employees’ with current cards identified.
   4. Card Services cancels separated employees’ card in card management system; notification provided to DCM; Card Services’ comments logged.
5. Authorization of a Previously Declined Transaction (MCC Code not authorized, over daily limit, etc...)
   1. Cardholder or DCM contacts Card Services.
   2. Card Services reviews request to authorize declined purchase.
      1. If approved, Card Services authorized MCC code for purchase, increases limit, etc... Card Services’ comments are logged and notification is sent to Cardholder and DCM.
      2. If denied, Card Services directs Cardholder to purchasing or other method for purchase. Card Services’ comments are logged and notification is sent to Cardholder and DCM.
         1. ***Responses to this Section:*** The following responses are required for the Respondent’s proposed card management system:
            1. Provide a detailed description of the Respondent’s proposed system’s ability to provide the processes described in Section 1.5.3.
            2. Provide screen shots detailing how the Respondent’s proposed system meets the processes described in Section 1.5.3.
            3. Describe what steps in the processes outlined in Section 1.5.3, if any, would not be able to be completed by the Respondent’s proposed system.
            4. Explain how the proposed system has the ability to accept comments related to the processes in Section 1.5.3.
            5. Explain how the proposed system would provide notifications to Cardholders and DCMs for actions taken related to the processes outlined in Section 1.5.3.
            6. Explain how the proposed system would provide notifications to Card Services for requests received and how escalation of an incomplete request would be handled.
            7. Describe how the proposed system identifies users for logging, tracking and auditing of requests and changes made through the system.
            8. Describe how the proposed system can utilize a chart and an organization code from a CFOAPAL account string (described in Section 1.5.2) to provide a hierarchy for cards issued. This hierarchy would be used to define DCM assignment.
            9. Identify how the system will differentiate P‐Card, T‐Card, SUA and other accounts issued under the program.
            10. Describe the system’s ability to verify applicant and DCM employment status.
            11. In order to accurately manage the program, UPAY Card Services may need access to security questions and complete card numbers in order to verify individuals they are assisting on the phone and to accurately address a transaction made by an individual with two different cards. Provide a description of what security information would be available for this verification process and whether full card

numbers would be able to be viewed in the system. If not, provide a description how UPAY Card Services would be able to determine which card was used when an individual has two cards.

* + - * 1. In the event the University migrates to the Respondent’s proposed card management system, at the end of the contract term, Respondent will be required to provide data to facilitate the transition to a potentially new provider. Describe what information can be extracted to facilitate this transition and what resources the Respondent would provide the University in this scenario.
      1. ***Current Interfacing*** In the event that the proposed card management system will not meet the University’s requirements, or will not be able to be timely implemented, the University requires Respondents to be able to interface with and integrate with the University’s current P‐Card Web Solution and TCS systems for card management. In order to meet this requirement, the following responses are required:
         1. Describe the integration services provided with your proposed system. Specifically describe the protocol, transmission method, format, degree of flexibility, and utilization of industry standard integration software. Does the solution support an event‐driven API or through a tool that is based on scheduled system exports? Does the system support the use of SOAP‐based data integration? If yes, please provide details.
         2. Do the integration services provide for batch uploading of University data? Do the integration services provide for volume data extraction? If yes, please provide details.
         3. If applicable, what encryption methodology is used for batch files (GPG, PGP, GNU, etc.)?
         4. Are integration services provided as a standard function or will it require additional licensing or professional services to create custom solutions? If yes, please provide details.
         5. Please describe all API suites and data access tools provided with the solution (Ellucian Banner, Infor XM, etc.). If there are additional costs associated with the API or data access tools, these should be provided in the pricing section of the response.

1.5.3.6.6 What portal(s) does your application integrate directly with? Does your system support the JSR 168 standard? Are portlets and/or channels provided with the software? For each portal, does integration include single‐sign on? If yes, please provide details.

* + 1. Reconciliation System Functional Requirements:

As previously stated, the University intends to streamline implementation; however, the University does not intend to lose out on potential process improvements due to this streamlining. One particular improvement is the University’s ultimate goal is to use single system to reconcile all transactions under the Commercial Card program. This improvement requires changes to University policies and systems. Furthermore, the University has not ruled out the use of an Awarded Respondent’s proposed system for reconciliation. This determination would be made solely by the University based off of the system’s ability to meet its needs and requirements; however, the University does not expect to be able to use an Awarded Respondent’s reconciliation system at the start of the Commercial Card program due to the time required for implementation, testing and training.

The University is requesting interfacing information related to the Respondent’s proposed reconciliation system in order to ascertain its ability to interface with the systems the University currently has in place in the event the University is unable to reconcile all transactions through a single system or transition to the Awarded Respondent’s proposed reconciliation system. If the initial implementation of the proposed Commercial Card program is conducted through this manner, Respondent is expected to provide the University with assistance implementing a change to reconcile all transactions through a single system and/or to the use of the Respondent’s proposed reconciliation system throughout the term of the award. Any cost associated with this potential implementation must be provided in Section 2 of your response.

The University’s desired reconciliation process is provided below:

1. Separate card files for P‐Card, T‐Card, D‐Card, SUA and other program purchases are loaded into reconciliation system
2. All cardholders and their designated proxy(ies)/delegate(s) must have a profile in reconciliation system
3. Transactions must be routed to proper cardholder’s profile for reconciliation
4. Notification to cardholder/delegate/proxy of outstanding transaction to cardholder/delegate/proxy at 0, 7 and 15 days.
5. Transaction escalates to Manager/Approver after 15 days of non‐action
6. After 15 days, escalates through approver hierarchy with notifications
7. Cardholder has the ability to accept or dispute the transaction
8. Cardholder/Proxy/Delegate creates expense report/order log with:
   1. Transaction attached
   2. Assigned CFOAPAL
   3. Electronically attached receipt(s)
9. Cardholder submits expense report/order log for approval
10. Notification to Manager/Proxy/Delegate of outstanding transaction for Approval at 0, and 10 days
11. After 10 days, escalates through approver hierarchy with notifications
12. Notification to Charge‐Code Approver/Proxy/Delegate at 0, and 10 days
13. After 10 days, escalates through approver hierarchy with notifications
14. Manager, Charge‐Code Approver, Proxy or Delegate approves or rejects expense report/order log
    1. If rejected, returned to Cardholder/Proxy/Delegate for correction and resubmission (comments logged).
15. Routed to pre‐pay audit working queue
    1. If qualifies for automatic approval, system approves and transaction posted to Banner.
    2. If audit approved, transaction complete, posts to Banner
    3. If audit denied, rejected to Cardholder/Proxy for correction and resubmission (comments logged).

* Upon request, University Payables can reject expense reports/order logs in escalation process
  + - 1. ***Responses to this Section:*** The following responses are required for this section:
         1. Provide screen shots demonstrating how new transactions are posted in the proposed system, the approval process and how comments are logged throughout the process.
         2. Describe the escalation/notification process for a transaction that has posted but has not had a receipt uploaded to the system and has not been routed for approval and reconciliation by the cardholder or their proxy.
         3. Explain how the proposed system would account for a department‐level approval for the transaction (to verify the purchase is allowed).
         4. Explain how the proposed system would account for a department‐level reconciliation for the transaction (to verify the proper CFOAPAL was included on the reconciliation and that funding is available for the purchase).
         5. Describe the escalation/notification process for a transaction that has been submitted for approval or reconciliation and has not been approved or reconciled.
         6. Explain whether or not the system allows for disputes to the bank of a transaction through the system. If it does, include the steps that can be handled within the system and how notifications will be made when a dispute is processed within the system.
         7. Describe the capabilities of the system to allow imaged receipts to be attached to a transaction. Explain the limitations and the types of files that can be uploaded.
         8. Explain how and at what points in the approval/reconciliation process comments can be logged related to the transaction.
         9. Describe whether and how the proposed system can utilize ad hoc approval routing.
         10. In the event the University migrates to the Respondent’s proposed reconciliation system, at the end of the contract term, Respondent will be required to provide data to facilitate the transition to a potentially new provider. Describe what information can be extracted to facilitate this transition and what resources the Respondent would provide the University in this scenario.
      2. ***Current Interfacing*** For a timely implementation and/or in the event that the reconciliation system will not meet the University’s requirements, the University requires Respondents to be able to interface with and integrate with the University’s current P‐Card Web Solution and TEM systems for reconciliation. In order to meet this requirement, the following responses are required:
         1. Describe the integration services provided with your proposed system. Specifically describe the protocol, transmission method, format, degree of flexibility, and utilization of industry standard integration software. Does the solution support an event‐driven API or through a tool that is based on scheduled system exports? Does the system support the use of SOAP‐based data integration? If yes, please provide details.
         2. Do the integration services provide for batch uploading of University data? Do the integration services provide for volume data extraction? If yes, please provide details.
         3. If applicable, what encryption methodology is used for batch files (GPG, PGP, GNU, etc.)?
         4. Are integration services provided as a standard function or will it require additional licensing or professional services to create custom solutions? If yes, please provide details.
         5. Please describe all API suites and data access tools provided with the solution (Ellucian Banner, Infor XM, etc.). If there are additional costs associated with the API or data access tools, these should be provided in the pricing section of the response.
         6. What portal(s) does your application integrate directly with? Does your system support the JSR 168 standard? Are portlets and/or channels provided with the software? For each portal, does integration include single‐sign on? If yes, please provide details.
    1. Proposed System Technology: For the questions in this section Respondents must provide a response for the proposed program management system and the proposed reconciliation system. If the same response is applicable to both systems, Respondents must identify this in their response in order for the response to be accurately evaluated. Failure to provide a response for one or both systems to a requirement identified will result in a score of zero (0) points for the requirements evaluation.
       1. TECHNOLOGIES
          1. Provide a complete list of component technologies utilized by your proposed solution: (for example, Oracle, Java, MS SQL, etc.) Include required client plug‐ins if generic‐only browsers are not supported. This should include (but is not limited to) server operating systems, application servers, web servers, database management software, client operating systems, supported browsers, messaging infrastructure (WSDL, etc.), software libraries (such as runtime libraries or required DLL’s), workflow products, imaging systems, or any other licensed software needed to for your solution.
          2. Provide a diagram or diagrams which illustrate the software stack for your entire solution. This diagram should specify the relationship between each platform and software layer.
          3. Provide a list of currently supported versions for all software listed in the previous items.
          4. Provide specifications for hardware needed for acceptable performance for the user population of Commercial Card users that will be using this solution.
          5. Describe the capability for fault‐tolerant capabilities (providing nearly 24x7x365 uptime, with data and transactional integrity).
       2. PREFERRED PLATFORMS
          1. Of all supported platforms, provide what percentages of client bases running on specific configurations.
          2. What is your principle development platform?
          3. What other platforms do you support?
          4. Describe the in‐house testing environments provided for each platform.
       3. MOBILE PLATFORM
          1. Describe your product offerings and support for mobile devices.
          2. For native applications describe:

which specific platforms are supported (for example, Android, iOS, Windows, etc.)

how the application is distributed (for example, iTunes, Google Play, Enterprise app store, etc.)

what languages were used to create the application (for example, Java, C, Objective C.)

if a “write once, run anywhere” framework tool was used to build the app, what tool was it?

how are metrics captured, if any?

what are the earliest and latest operating systems the app will support?

whether the app supports portrait or landscape mode on any device?

any mobile devices the app cannot run on.

* + - * 1. For mobile web applications describe

the languages and tools used to create the application.

what browsers are supported?

the requirements needed for hosting the application on a server.

* + - * 1. For Android applications, can the software run on the SD card?
        2. How are metrics captured, if any?
        3. Where is data stored?
        4. How is data retrieved?
        5. How are updates deployed?
        6. Is user authentication required in any portions of the application, and if so, please explain?
        7. Describe any configuration features that enable customization of the application.
        8. List any cloud‐based features that require end‐user training.
      1. BUSINESS CONTINUANCE
         1. What backup and recovery features do you provide as part of your system or supporting utilities? For example, how do clients typically perform point‐in‐time recovery when necessary, and how do clients manage relatively current off‐site backups for disaster recovery purposes?
         2. Describe how the proposed systems address high availability requirements, approaching 24/7? For example, what aspects of your application deployment are redundant or are clustered effectively (such as servlet applications) and which aspects are single point of failure (such as a database server) whose

high availability needs to be addressed using its own strategies. Clearly indicate whether the strategies you mention are proven or theoretical and supported or unsupported deployment patterns.

* + - * 1. How much time does it take to apply major upgrades and smaller patches, and is the system available during these events? Provide availability information. Include in your response include a list of any scheduled downtime.
      1. DEPLOYMENT
         1. Describe the ability to version control changes made to your product.
         2. Describe any tools that you provide for promoting changes from development to production environments.
         3. Describe the configuration artifacts and mechanisms your product employs (e.g. XML documents, configuration parameters in a database, properties files, etc.). How do application administrators interact with these artifacts? If via a user interface, is access to these administrative functions performed with the same user interface as the normal application, or can it be deployed as a separate application?
         4. Describe the system capabilities to support development and test environments. Describe migration path between for system changes from development, test and production. Describe the maintenance and support suitable for a production environment, specifically any regular maintenance and escalation procedures.
         5. Indicate whether or not your product has the ability to refresh a non‐production environment (e.g. Development, Test, etc.) with a copy of another environment (e.g. Production), and whether the copy may be sanitized (obscuring sensitive data) for the purposes of testing and/or development. Provide details on the process, including whether or not it can be internally scheduled to run on a regular basis.
         6. Describe the archiving features of your product. How do clients typically perform archival operations to move historical data from online repositories to offline repositories in order to maintain performance and reduce required online storage? How do administrators search or access offline archives? Does the archiving process provide referential integrity for retaining links?
         7. Describe access‐level requirements for service accounts. For example, do service‐level accounts (that programs run under) require administrative access or the minimum levels of authorization to access program objects?
      2. WORKFLOW
         1. Describe the approval process for workflows. Does it allow for multiple approvers? Can approvals be delegated to other identities based on roles or other attributes? If yes, please provide details.
         2. Indicate whether or not provisioning/de‐authorizing can be based on workflow or policy driven event. For example, a request by authorized staff can be automatically fulfilled by a workflow process.
         3. Describe the workflow escalation features, including whether or not it can be based on event triggers.
         4. Provide details on the workflow engine (i.e. flexibility, advanced features, etc.).
         5. Indicate whether or not an administrator has the ability to manually trigger events for a workflow.
         6. Indicate whether or not notifications for workflow requests and status updates are available. Provide any applicable details.
         7. Describe the nature of transactions for workflows (i.e. transactions are only committed when workflows run to completion).
         8. Indicate whether or not comments logged through workflows are available to other users impacted by the workflow (e.g. if an action was taken against an identity, administrators would get an email notification with workflow comments).
         9. Describe the interfaces (i.e. user‐interfaces and API's) for designing workflows and rule set simulations.
         10. Describe how roles are assigned to Workflow steps. Can approvals for a particular workflow step be dependent on the identity of the person or process that performed the preceding step? If yes, please provide details.
         11. Is approval password‐based? If so, are active directory services integrated with the product via LDAP so that the AD password can be used for approvals?
      3. AUTHORIZATION AND ACCESS
         1. Describe your solution’s security controls, including how your system supports different levels of users, controls various levels of authorization, and prevents identity theft.
         2. How are user permissions and authorities granted and changed? Can permissions and authorities be imported or obtain from external systems? If yes, please provide details.
         3. Can administrators create organizational units and roles with specific access privileges to functions and data? If yes, please provide details.
         4. Can the application externalize authorization rules and management to a central service, such as a directory server? If yes, please provide details.
         5. Can administrators assign different levels of access to the system functions and data based on established criteria? Specify the criteria that may be used.
         6. What kinds of reports can be created or exist that list users and their authorizations? Can access to these reports be granted to specific University staff?
         7. Can authorizations be time based? In other words, can they be set to be in force only for a limited time? If yes, please provide details.
         8. Can administrators customize existing roles? Can administrators create new, custom roles with specific access privileges? If yes, please provide details.
         9. Can the role of security provisioning be separated from other administrative functions? If yes, please provide details.
         10. Describe how users and security managers view and administer authorizations.
         11. Does your solution interface with enterprise Active Directory services for user account changes and validation via LDAP?
      4. AUTHENTICATION
         1. Does your product or solution support using University of Illinois authentication/Single Sign‐On (SSO) ‐ (CA SiteMinder) infrastructure? If yes, please describe how that could be accomplished. Additional information of the University’s use of CA SiteMinder can be viewed here: <http://web.uillinois.edu/iam/siteminder/>
         2. If University of Illinois authentication infrastructure can’t be directly utilized, are there other methods available for leveraging our authentication SSO? Will you develop a SiteMinder agent to integrate your product with the University’s SSO? If yes, please provide details.
         3. If the use of your authentication infrastructure is required, please provide a detailed description of it, including encryption of credentials in transit and at rest, password structure (and ability to customize them), password aging, password reset, lockout from failed authentication attempts, and logging of all authentication activity.
         4. Can the system authenticate for multiple organizational units and virtual hosts within a server configuration? If yes, please provide details.
         5. Is 2‐factor authentication supported? If yes, please cite examples of 2‐factor authentication infrastructure that has been successfully used with your product.
      5. EVENT LOGGING
         1. Describe logging supported and/or implemented for authentication (successful and failed), attempts to access unauthorized data or functions, and errors that occur in the application.
         2. Describe the logging of security provisioning activities.
         3. Describe the application logging features of your product. How does the application log runtime messages and errors? Does your application support configurable logging levels (like, for example, Log4j)? How do application administrators interact with these logs (are there tools available or do the logs have to be examined in raw form)?
         4. What kind of reporting is available for logs? How much customization is available for the delivered reports? Is it possible to utilize 3rd party reporting tools to access the logs?
         5. Can logs be sorted or partitioned by event type, person, IP address, and/or other attributes? If yes, please provide details.
         6. Describe the ability to configure logging by screen or web page and function (such as inquiry vs update)?
         7. Describe solutions in place to keep any logs from being altered. Describe security mechanisms to prevent unauthorized viewing of logs.
      6. SECURITY VULNERABILITIES
         1. Describe server‐side and/or client side edits of input values done to prevent hacking attempts and bad data.
         2. Describe other development practices in place to prevent security vulnerabilities. This could include programming standards, employee training, code walkthroughs, and testing.
         3. Do web pages work with Active X, Java‐script, or other client‐side scripting turned off? If yes, please provide details.
         4. Please provide a report of security vulnerability testing for a current release of your product.
         5. What is the general length of time required for you to roll out fixes for security‐related issues?
         6. What is your process for acknowledging or receiving vulnerabilities reported by customers? Please describe any standards you have in place for the timeliness of addressing such vulnerabilities.
         7. For all of the supporting software required by your solution, do you support the latest security patches for the current version(s) specified to work with your product?
         8. Does the product follow all applicable parts of the current PCI DSS, including but not limited to all requirements dealing with storage (encryption) and transmission of cardholder data? If not, please list all of the requirements of the PCI DSS currently supported by the product.
      7. SCALABILITY
         1. Provide information on the scalability of your product, i.e. indicate the size of supported repositories, constraints with your product, etc.
         2. What performance testing environment is used to evaluate the performance of your software? Do you share your performance testing results with your customers? Include a copy of your latest performance testing results with your response if available.
      8. QUALITY ASSURANCE
         1. Describe your process for rolling out fixes/patches to the multiple platforms
         2. Document the general policies and procedures currently in place for quality assurance testing.
         3. On‐line HELP available at the screen level.
         4. Field level on‐line help available at all times.
         5. Dynamic listings of valid codes or text choices at each point where they are used (i.e. List of Values)
         6. An online Help Menu offering an Index of Topics and searchable by keyword, similar to that found in Windows.
         7. Does an "about" page or CTRL key function exist to clearly show the version of the installed product.
      9. MONITORING
         1. Please describe what parameters are available via Simple Network Management Protocol (SNMP).
         2. Describe any other performance or capacity monitoring capabilities provided by your product.
         3. Describe any administrative functions which allow real‐time monitoring of user load or system performance. Is this capability built into the standard user interface or does a separate administrative tool exist?
      10. DOCUMENTATION AND REFERENCE MATERIALS
          1. Provide samples of documentation and Reference Materials for components that comprise your solution to include user manuals, technical system documentation, data dictionary, online help and knowledgebase.
          2. Is a system Entity Relationship Diagram for the database available to clients for reference? Provide a copy of the end user license agreement (EULA), privacy policy, and any terms and conditions of use with your response. Reference to a URL will not be accepted to meet this requirement.
      11. IMPLEMENTATION AND SUPPORT
          1. Describe the recommended implementation methodology.
          2. Describe in detail what types and levels of implementation support services are available –e.g., telephone, onsite, etc... Do not include pricing in this section. Pricing should be provided in Section 2.
          3. Define additional services explicitly not covered by implementation support services.
          4. Describe the expected implementation timeframe for the proposed solution. Is implementation support restricted to a maximum period of time? What is the average implementation time for previous installations of a similar scope and size?
          5. Describe any prerequisites incumbent upon the University prior to the acquisition of implementation support – e.g., administrator training, required certifications, etc.
          6. Describe how determination is made that the products are fully and successfully implemented and that the agreement for implementation support has been entirely fulfilled. Is there established acceptance criteria used by your firm?
          7. If consultants are provided as part of your proposal, will University representatives have the opportunity to interview candidate consultants and select from a pool?
      12. OPERATIONAL SUPPORT
          1. Describe types and levels of operational support services available. Include response times for each level.
          2. Describe the availability of telephone support; which hours on which days. Is your telephone support phone number toll‐free? What is the average response time to telephone call? What percentage of calls are closed within 1 hour, 8 hours and 5 days?
          3. Describe whether after hours support is available and define the fee structure (included in annual support costs, hourly rate, per incident charge, etc.). Include all cost in Section 2.
          4. Describe support services available via an Internet web site. Does your Internet support service include access to a knowledgebase of customer questions and solutions? Can support calls be initiated from

your web site? What is the average initial response time to a request for service initiated via your web site?

* + - * 1. Describe the availability of onsite support. Under what circumstances can the University request onsite support? Under what circumstances, if any, will your company escalate a service call to onsite support? How soon will your technician be available at our site?
        2. Include a copy of your support terms and conditions, and a copy of your service level agreement with your response. Reference to a URL will not be an acceptable response.
        3. Under what circumstances are questions/problems escalated to a higher level of support? Can the University request that an incident be escalated to a higher level of support?
        4. Do you sponsor a user support group? If so, please describe.
        5. Have you performed user surveys concerning the goals and actual performance of your support services? Please provide results.
      1. TRAINING
         1. Describe availability and details of on‐site training for Administrator users of the product (approximately 2‐3 individuals).
         2. Is on‐line training available for the University’s future training needs? Is it virtual classroom (instructor‐ led) or self‐paced?
         3. Describe any other training options that are available (such as “Train the Trainer” courses).
      2. SOFTWARE MAINTENANCE
         1. Describe the benefits to which the University is entitled when it purchases a software maintenance agreement for your company’s products. Include all available maintenance options (standard, bronze, gold) and detail what is provided with each option. Provide details on the term(s) available for maintenance (e.g. 1yr, 3yr, 5yr. etc...). Do multi‐year agreements have to be pre‐paid in advance for the entire term or are they paid annually? Do not include pricing in this section.
         2. Include a copy of all maintenance agreement terms with your response. Reference to a URL will not be an acceptable response.
         3. Provide details on how the maintenance amount is determined (% of cost of software, flat fee, etc.) Any actual pricing must be submitted in Section 2.
      3. PRODUCT UPDATES
         1. Describe the strategy used by your firm to update products to new versions and how updates are made available to clients. Describe the relationship of the intended frequency of major/minor upgrades based upon corporate goals. Describe the frequency at which actual updates have been released and the methods used to communicate the availability of product updates. Describe the effect of updates upon customized screens, web pages, database fields, etc. that may have been implemented by the University. Describe how customers submit requests for enhancement and how those requests are evaluated for inclusion in the product.
         2. How often are software patches released by the organization; does your firm publish an annual software release schedule?
         3. Does the organization provide customized patches to address bugs/issues which adversely impact specific customers?
      4. TERMINATION OF MAINTENANCE ON PRODUCTS
         1. Describe your approach to terminating or discontinuing the availability of software maintenance on products. What is the notice period to customer when terminating? How is the customer notified of discontinued maintenance?
      5. INFORMATION SECURITY POLICIES, PRACTICES AND STANDARDS FOR HOSTED SOLUTIONS
         1. To ensure that the application hosting environment has sufficient safeguards to protect the confidentiality, integrity and availability of University of Illinois information assets placed in their custody and care, respondent should provide a detailed statement of policies, practices and standards that establish the administrative, technical and physical safeguards of the respondents application hosting environment. The administrative, technical and physical safeguards must ensure that this University application meets or exceeds the requirements of all statutory and regulatory obligations of the University in addition to ensuring full compliance with the University of Illinois Information Security Policy. The University will rely upon the respondent’s representations to evaluate respondent’s ability to achieve the necessary information security objectives. In evaluating respondent’s security capabilities, the University considerations will include but not be limited to the following items.
      6. INDEPENDENT AUDITOR’S REPORT
         1. Can you provide an independent service auditor’s report on your system and the suitability of the design and operating effectiveness of controls (such as an SSAE16 ‐which replaces the SAS70)?
      7. PERIODIC INSPECTION
         1. Does the respondent permit:

Periodic inspections of the application and hosting infrastructure to ensure compliance with the respondent’s representations?

Non‐intrusive and random network scans (e.g. vulnerability assessments and basic portscans)?

More intrusive network and physical inspections may be conducted on site with reasonable and sufficient notice?

* + - 1. SEPARATION OF FUNCTIONALITY
         1. Describe the ability of your solution to disable all or part of the functionality of the application should a security issue be identified (e.g. the databases and servers should be separated from the network by a firewall; hosted clients should be separated from each other on the servers; operations staff available for urgent response at all times (24x7); individually managed database instances.) Provide document of the systems and procedures that support this functionality.
      2. PROTECTION OF HOSTS AND OPERATING ENVIRONMENTS
         1. Describe how and to what extent the hosts and operating environments (UNIX, Windows, etc.) comprising the University application infrastructure have been hardened against security threats and attacks. The respondent must document the frequency of and their practices for evaluating and applying software and security patches on hosting infrastructure components.
      3. PHYSICAL SECURITY
         1. The University may require that the network hosting the application be air‐gapped from any other network or customer that respondent may have. In that case, all application, database, and middle‐tier servers must reside on segregated hosts that do not also host applications, databases or middle tiers of other customers. If the proposal includes a non‐air‐gapped solution, indicate how that alternative provides comparable security. If both air‐gapped and non‐air‐gapped solutions are available, indicate whether there are costs differential associated with each solution. For hardware that must be shared (such as routers, firewalls and SAN storage systems), document the methods that are used to completely segregate traffic and data from other customers (e.g. direct SAN attachments to hosts with dedicated meta‐volumes).
      4. MONITORING, ESCALATION AND EVENT NOTIFICATION
         1. Describe the processes for monitoring the integrity and availability of the hosting environment, including internal and external escalation notification guidelines. Provide documentation.
         2. If online transactions fail; how is the user notified of the failure? Does logging permit failed online transactions to be reconciled and re‐created within the system via a scheduled batch transaction/reconciliation process?
      5. SECURITY PRACTICES
         1. Provide documentation on your security practices (e.g. password policies, usage guidelines) governing privileged access (e.g. network administrators, system administrators, database administrators) to the University application infrastructure. This includes administrators within the system itself as well as the supporting operating systems, database operating systems and hardware console managers.
         2. Have you had any security breaches which required notification to potentially impacted clients?
         3. In the event of a data breach, what resources are provided to effected end‐users to maintain confidentiality of their information and/or secure credit ratings, etc...?
      6. DISASTER RECOVERY
         1. Describe or provide documentation of the components of your disaster recovery plan (include routers, firewalls, switches, load‐balancers).
      7. CAPACITY PLANNING
         1. How is system capacity measured and managed?
         2. Describe the capacity of the software; how many card transactions can be processed per hour?
         3. Describe the peak card transaction/reconciliation volume for the product.
         4. When capacity thresholds are reached how are they addressed?
      8. PROTECTION PROGRAM
         1. Do you have a defined protection program for the data that encompasses protection of privacy?
         2. Has there been an independent evaluation of that program?
         3. Provide the controls that are defined and are in operation to implement the protection program?
    1. Accessibility Requirements

The Americans with Disabilities Act (ADA) and the Illinois Information Technology Accessibility Act requires that any systems proposed to manage, reconcile and use the Commercial Card Program be accessible to people with disabilities. The Illinois Department of Human Services has provided standards to meet these requirements on the following web page: <http://www.dhs.state.il.us/page.aspx?item=32765>

Awarded Respondent’s proposed systems are required to meet the requirements identified and will also be required to be updated and improved to maintain compliance.

Candidates considered for award must be readily usable and accessible and provide, at a minimum, functionality outlined in the W3C Web Content Accessibility Guidelines (WCAG) 2.0, Level A and AA. Each vendor’s claim of accessibility shall be verifiably true. If no candidate exists that meets this criteria at time of purchase, the candidate vendor must demonstrate a willingness to provide a timely roadmap for correcting each accessibility issue found during formal assessment and must make meaningful progress toward meeting that timeline. Purchases for high‐impact services must be accessible at time of deployment.

NOTE: WCAG 2.0 will soon be the mandated standard by Federal Section 508 of the American Rehabilitation Act and the Illinois Information Technology Accessibility Act. In light of the upcoming changes to the law and acknowledging that accessibility must adapt to changing technologies, the Office of Civil Rights (OCR) has adopted a standard of “readily usable and accessible”, beyond any specific guideline and standard. OCR has stated that an application cannot be considered accessible unless it is actually usable by disabled users, regardless of conformance to accessibility standards and guidelines.

The University of Illinois interprets “readily usable and accessible” as mandating the following minimum functionality described in Section 1.5.6.1 as Mandatory Requirements:

* + - 1. ***MANDATORY REQUIREMENTS*** – The following mandatory requirements must be met for the proposed systems:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement** | | **Check if Able to Provide** | **Check if Unable to Provide** | **Comments** |
| A | All critical functionality of a given application must be operable via the keyboard without relying on key shortcuts. This includes all menus, other navigation, and dynamic objects (such as image slideshows). |  |  |  |
| B | A clear visual indicator of the current item in focus must be displayed (similarly to how mouse hover works in a web page). |  |  |  |
| C | Color alone must not be used to convey application state and other information. |  |  |  |
| D | Multimedia must be captioned, must have transcripts, and must have audio descriptions (where appropriate). Any associate media players used must also conform to these accessibility standards. |  |  |  |
| E | Form controls must have valid programmatic labels that are available to assistive technologies. |  |  |  |
| F | Informational images, charts and graphs must have descriptive alternative text. Charts and graphs must also have additional detailed descriptions of their content. |  |  |  |
| G | The reading order and tab order for an application must be logical. |  |  |  |
| H | The application must have a logical and programmatically discernable structure. |  |  |  |
| I | Color contrast of text must meet specified minimums to ensure readability. |  |  |  |
| J | The user interface must remain usable in high‐contrast color modes. |  |  |  |

* + - 1. ***Responses to this Section:*** The following responses are required for this section:
         1. Provide a name and contact info for a person in their company to handle accessibility issues?
         2. Provide a thorough and accurate Voluntary Product Accessibility Template (VPAT) for the vendor organization if available.
         3. If after good faith effort, it has been determined that the product does not meet the aforementioned guidelines, have the conditions for Undue Burden been met?

Compliance with accessibility laws and guidelines is not technically possible.

Extraordinary measures would be required to make the application compliant due to the nature of the intent of the application.

#### 1.6 Reporting:

* + 1. Quarterly Program Review

The Awarded Respondent, at the request of the University, shall attend quarterly business reviews, in person, by video conferencing, or other agreed upon venue. Meetings will be scheduled at a mutually agreed upon time. The purpose of the reviews will be to review agreement activity, discuss current quarter’s revenue share calculation and other pertinent issues arising during the quarter and to address business strategies and activities planned for the subsequent quarter. As part of such meetings, activity reports will be distributed for program participation. The awarded Respondent will be responsible for its expenses to attend all meetings.

* + - 1. ***MANDATORY REQUIREMENT*** – The following mandatory requirement must be met:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement** | | **Check if Able to Provide** | **Check if Unable to Provide** | **Comments** |
| A | Respondent must agree to the Quarterly Program Reviews as described in Section 1.6.1 |  |  |  |

* + 1. Annual Business Review

The Awarded Respondent shall attend an annual business reviews, in person, by video conferencing, or other agreed upon venue. Meetings will be scheduled at a mutually agreed upon time. The purpose of the review will be to review agreement activity and other pertinent issues arising during the year and to address business strategies and activities planned for the subsequent agreement year. As part of such meetings, activity reports will be distributed for program participation. The awarded Respondent will be responsible for its expenses to attend all meetings.

* + - 1. ***MANDATORY REQUIREMENT*** – The following mandatory requirement must be met:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement** | | **Check if Able to Provide** | **Check if Unable to Provide** | **Comments** |
| A | Respondent must agree to annual business reviews as described in Section 1.6.2 |  |  |  |

* + 1. Recurring Reports

The University expects Respondent to provide the University with a robust reporting tool. The reporting goals the University wishes to meet include:

* Compliance with University policy and State Laws
* Protection and identification of potential fraud and misuse
* Assistance in reconciliation and payment to Awarded Respondent
* Assistance in the management of the Commercial Card program
* Identification of purchase information for future contracting opportunities
* Identification of trends and cycles of use
* Information for use in audits

Recurring reports should be able to be run on an as‐needed basis for a University specified timeframe. Reports should be able to be sorted, filtered and totaled/sub‐totaled. Reports should also be able to be exported in a delimited format for the University to conduct additional calculations and formatting. The following reports and their description (where applicable) are provided in the following subsections:

Note: Some reports might be utilized in more than the category identified.

* + - 1. Reconciliation Reports:

##### Central Billing Reconciliation

A Central Billing Reconciliation report shows all transactions by account number. Report lists Central Bill Account Number, Transaction Date, Post Date, Transaction ID, Merchant Name, MCC, Merchant City, Merchant State/Province, Reference Number, and Transaction Amount. This report will be sorted by default in an ascending order by Billed To Account, Cardholder Last Name, Cardholder First Name, Account Number, Central Bill Account, Transaction Date, Post Date, and Transaction ID.

##### Transaction Summary

The Transaction Summary shows total number of transactions (debits, credits, total) and dollars spent (debits, credits, and total) by hierarchy value. The report lists: Account Hierarchy, Cardholder Name, Account Number, Employee ID, Number of Debit Transactions and Total Debit Amount, Number of Credit Transactions and Total Credit Amount, Total Number and Amount of all Transactions.

##### Spending Summary by MCC

This report summarizes the total number of transactions, total dollar amounts, and average dollar amounts spent for each MCC. The report lists: MCC, MCC Description, Total Number of Transactions, Total Amount, and Transaction Average.

##### Spend for large transactions vs. non‐large transactions

This report provides a breakdown of large transaction purchases vs. non‐large transaction purchases for assistance in reviewing the revenue share applicable to large ticket items.

##### Spend Card and Cardholder

This report provides transaction level detail of spend by card and cardholder.

##### Spend by Hierarchy

This report provides a breakdown of spend by Chart/Organization code hierarchy.

* + - 1. Reports to Identify Potential Fraud and Misuse:

##### Declined Transactions

The Declined Transaction report can be used to monitor the occurrences and reasons why cardholder accounts have been declined. The report lists: Decline Reason, Cardholder Name, Account Number, Hierarchy, Employee ID, Decline Amount, Merchant Name, Merchant City, Merchant State/Province, MCC, MCC Description, Decline Date and Time.

##### Potential Stringing Purchases

Stringing is considered recurring purchases over a set period of time to a single merchant that are artificially divided to circumvent cycle and transaction limits. Reports should identify cardholders and merchants which may need to be reviewed for potential stringing.

##### Swiped transactions vs. Keyed In

This report identifies purchases made with the card number keyed in instead of it being swiped or chip/pin entered.

##### Distance from work location

This report identifies purchases made over 100 miles from the cardholders main work location. This report is more focused on the P‐Card program; however, reports that can incorporate T‐Card data to assist in determining if a cardholder is on travel status would be preferred.

##### Off hour purchases (12:00 midnight through 6:00 AM)

This report identifies purchases made during off hours.

##### Weekend Transactions

This report identifies purchases made during the weekend.

##### When cardholder notified of potential fraud/suspicious transactions

This report should provide a listing of notifications sent to cardholders when a potentially fraudulent or suspicious transaction is made. The report should identify the cardholder, the transaction detail and the merchant.

##### Use of different card programs over defined period of time

This report should help identify multiple purchases using the various types of cards allowed under the program for a single individual.

##### Average spend/number of transactions

This report should demonstrate the cardholders with their average spend and average number of transactions.

* + - 1. Program Management Reports:

##### Cardholder Profile

The Cardholder Profile report displays all card accounts and related information. It can be used by administrators to manage cardholder information. The report includes Cardholder Name, Address, Phone, Email, Accounting Codes, Account Status, Account Status Reason, Hierarchy Levels, Account Limits, Account Open and Close Dates, Last Transaction, Expiration Dates, Full Last Name, Full First Name, Birth Date, Country of Citizenship, Mailing Country, Mailing Street Address, Mailing Street Address Line 2, Mailing Address City, Mailing Address State/Province, Mailing Address Zip/Postal Code, Individual.

##### Individual requests for a new card

This report should provide the request for a new card over a defined period of time. This report should include whether a card is a new issue or reissue of a previous card.

##### Number of active cards issued by type

This report should identify the count of cards by card type.

##### Number of cancelled cards

This report should provide the number and type of cards which have been cancelled over a set period of time.

##### Suspended cards

This report should be able to provide the cards that are currently suspended along with what date the suspension is set to expire. This report should also be able to provide historical information on whether or not a cardholder’s card has ever been suspended previously.

##### Hierarchy of issued cards

This report should provide a hierarchy of issued cards under an identified component of a CFOAPAL.

##### Incomplete profiles

This report should provide cardholders that have incomplete profiles.

##### Contact information for cardholders

This report should provide cardholders by an identified component of a CFOAPAL and type of card issued to send communications related to the program.

##### Individual transaction and cycle limits

This report should provide a breakdown of individual transaction and cycle limits.

##### Program Management report of University employees and their authorized roles in the system/program (e.g.: Card Services, AITS, etc...)

This report should identify users with access to the program management system.

##### Reconciliation of Bank issued cards to University’s database

This report is required in the event the University is required to maintain its card management system. This report would provide a breakdown of cards issued, transaction and cycle limits and account hierarchy. This report should provide a complete card number.

##### Unassigned Hierarchy Report

The report displays all card accounts and related information. It can be used by administrators to manage cardholder information. The report includes Cardholder Name, Account Number, Account Status, Account Status Reason, Hierarchy Levels, Account Limits, Account Open and Close Dates, Last Transaction Date, Expiration Dates.

##### Card Count by Hierarchy Value

The Card Count by Hierarchy Value report shows a card count total for cards in issued status under an identified component of a CFOAPAL.

* + - 1. Spend Summary Reports:

##### Bank/Credit Card Statement for individual cardholders

This report is a bank statement specific to an individual cardholder. This report is not a card statement that requires remittance and should indicate such on the report.

##### Vendor Specific Spend

This report should provide vendor‐specific spend related to purchases made with an identified vendor. This report should also have a high‐level overview of high‐spend vendors where the program is being utilized at.

##### Purchases made with contracted vendors

The University has a number of contracted vendors which should not require the use of a card under this program to make purchases. This report should provide a breakdown of transactions with contracted vendors identified by the University.

##### Geographic Spend

This report provides a breakdown of spend by a defined geographic region (Country, State and City) for a defined period of time. Additional layers of breakdown for geographic spend would also be beneficial if available, e.g.: by county within a state.

##### Diverse Supplier Reporting

The Diverse Supplier reporting consists of a report on the dollar volume of services provided under the award which are purchased from firms which are minority‐owned, women‐owned, owned by persons with disabilities, or owned by a service‐ disabled veteran. Reporting should be able to be conducted using industry‐standard requirements for identification of applicable firms OR based off of a data file of tax identification numbers provided by the University for firms certified under the State of Illinois Business Enterprise Program (BEP). Information related to the State’s BEP program can be found at <http://www.illinois.gov/cms/business/sell2/bep/Pages/default.aspx>

Reporting must identify the vendor’s name, the certification held by the vendor (minority owned, woman owned, owned by a person with disabilities, or owned by a service disabled veteran), number of transactions, and the total amount of transactions. Report should provide sub‐totaling for the type of vendor and grand totaling for overall spend.

##### Level III purchase data where available (UPC, Model #, Size, UOM, etc...)

This report provides all Level III data for purchases made under the program where this data is available.

##### E‐Receipts

E‐Receipt reporting provides the e‐receipts available for transactions under the program where available.

1.6.3.5 Ad‐Hoc Reporting Requirements:

##### 1.6.3.5.1 Ad‐Hoc Reporting

Awarded Respondent must be able to provide ad hoc reporting capabilities. Ad hoc reports should be able to be conducted on an as‐needed basis and be able to be created for the overall card program or for individual campuses.

* + - 1. ***MANDATORY REQUIREMENTS*** – The following mandatory requirements must be met for the reoccurring reports described in Section 1.6.3:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement** | | **Check if Able to Provide** | **Check if Unable to Provide** | **Comments** |
| A | Respondent’s proposed reporting tool must provide the University with the ability to conduct ad‐hoc reporting. |  |  |  |
| B | Reporting must be available at a minimum during normal business hours (Monday through Friday, from 8:00 AM through 5:00 PM) |  |  |  |

* + - 1. ***Responses to this Section:*** The following responses are required for this section:
         1. Identify the reporting system proposed.
         2. For the reports requested, the University should have the ability to identify a specific time frame; a campus location; and/or CFOAPAL hierarchy for the data contained in the report. Describe whether this functionality is available to the University.
         3. For the reports requested, the University should be able to sort and filter the results for each of the headings identified in the report. Describe whether this functionality is available to the University.
         4. Of the reports identified in Section 1.6.3.1 through 1.6.3.4, describe which reports are currently available and which reports would be customized reports, created for the University. Also note which reports are self‐service reports.
         5. Provide sample copies of a cross section of the reports identified in Sections 1.6.3.1 through Section

1.6.3.4. Title the sample reports with the titles of the sections they represent. All sample reports do not need to be submitted, just a sample of the reports requested.

* + - * 1. Describe the Ad‐Hoc reporting capabilities identified in Section 1.6.3.5
        2. Identify the number of users the University will be able to provide access to the reporting system proposed at no additional cost (if there is a cost associated with additional users, this must be identified in the Respondent’s pricing proposal, Section 2, and should not be provided within your technical proposal, Section 1).
        3. Identify the hours the University will have access to the Reporting tool.
        4. Describe the reporting system’s ability to provide raw data in a delimited file for University’s use.
        5. Describe any additional geographic breakdown available for the Geographic Spend report identified in Section 1.6.3.4.4.
        6. Describe the system's ability to incorporate custom reports. Include details on how custom reports could be developed. Describe ability to include all or some attributes for all or some enterprise identities based on the privileges of the person or process running the report.
        7. Describe the graphical user interface for the product's reporting tool(s). This should include a description of how reports are created, viewed, and distributed.
        8. Describe any capabilities to run and distribute reports automatically, either on a predefined trigger or on a schedule.
        9. Indicate whether or not your product integrates with any OLAP or data warehouse tools for data analysis. Provide applicable details.
        10. How much of the application data is available for use by your reporting tool? Does the application data support the ability to connect with third‐party SQL tools (e.g. Business Objects, Cognos, ODBC, OLE DB, TOAD, etc...)?
        11. How are reports secured to protect confidential information? Can reports be secured by department or unit?
        12. Describe the length of time data is available before being archived.
        13. Describe how archived data can be recovered and the timeframe for completion of a request to access archived data.
    1. EMV Data

It is the University’s understanding that utilizing EMV, that additional data may be captured and stored on the issued cards and for individual transactions. The University would like information related to the type of new information that will be provided with this new technology.

* + - 1. ***Responses to this Section:*** The following responses are required for this section:
         1. Describe the new types of data that are captured with the issuance of a new chip and pin card.
         2. Explain the new type of transaction data that is captured with transactions made with a chip and pin card.
         3. Identify areas the University needs to be aware of where the data provided related to chip and pin cards may affect current reporting (e.g.: new fields that are captured, changes in formats to previously captured fields, etc...).

#### 1.7 Fraud Protection, Monitoring and Other Program Benefits:

* + 1. Fraud Monitoring and Protection

It is a requirement of the University’s Commercial Card program to protect against fraud and abuse of cards issued. This protection begins with the issuance of cards only to authorized users identified by the University. Once cards are issued, fraud and abuse protection should be conducted through proper monitoring of purchases, including with the ability to stop potentially fraudulent purchases, and post‐purchase monitoring to detect fraud and abuse. This protection should also extend itself to purchases that are divided in order to circumvent purchasing limits established on the card as well as to “string” purchases. In the event of fraud or abuse, identified by either party, the Awarded Respondent must provide means to mitigate the loss to the University through insurance, or fraud/abuse protection provided through the program. Any cost associated with Fraud Monitoring and Protection must be provided in the Respondent’s Pricing Proposal Section 2. The following responses are required for this section:

* + - 1. Explain how the proposed Commercial Card program will limit fraud and abuse by only allowing the issuance of cards to users authorized by the University.
      2. Describe how your program screens transaction activity for fraud patterns and what action is taken when fraud is detected.
      3. Describe the notification process and what methods will be utilized to notify Cardholders when a potentially fraudulent transaction has been made on their account.
      4. Describe the notification process and what methods will be utilized to notify UPAY Card Services when a potentially fraudulent transaction has been made on a University account.
      5. Explain whether the screening described in Section 1.7.1.2 above would allow for transactions to be blocked at the time of purchase (real‐time fraud/abuse protection) and the process to rectify the blocked transaction in the event it is an authorized purchase.
      6. When a Cardholder is notified of a potentially fraudulent transaction, describe what will be required of the Cardholder to allow the transaction to process.
      7. Describe the liabilities to the University and cardholders in the event of fraud, abuse or loss of a card.
      8. Explain the timeframe for submission of a fraud claim and requirements to substantiate the claim.
      9. Explain what the impact would there be to fraud, abuse, or loss of a card protection if cards are issued to non‐ employees in support of official University business.
      10. Describe your formal process for educating your clients and their cardholders on how to detect and report fraud and abuse.
      11. Identify what type and the levels of fraud insurance would be provided through the proposed program (if there is a cost associated with the insurance identified, this must be identified in Section 2).
      12. Explain any stipulations associated with the insurance identified in Section 1.7.1.7.
      13. Provide statistics on fraud associated with your current Commercial Card programs of a size similar to the University of Illinois.
      14. Provide the timeline for a card replacement when required due to fraud.
    1. Purchase Protection

The University would like the ability to access purchase protections afforded to it through the proposed Commercial Card program. Although these protections are not required, Respondents should identify whether or not they are provided with the proposed program and the level of protections. Any costs associated with purchase protection programs must be identified in Section 2. The following responses are required for this section:

* + - 1. Identify whether or not the proposed program includes an extended warranty on items purchased using a card issued under the program. State the dollar amount limits and the duration of the extended warranty. Provide documentation on the requirements to make an extended warranty claim.
      2. Explain whether or not the proposed program includes a price‐match on items purchased using a card issued under the program. A price‐match allows for reimbursement of the difference if an item is found at a cheaper price within a set timeframe. State the dollar amount limits and the duration of the price‐match or guarantee. Provide documentation on the requirements to make a price‐match claim.
      3. Identify whether or not the proposed program includes loss/theft protection of items purchased using a card issued under the program. State the dollar amount limits and duration to claim loss/theft reimbursement. Provide documentation on the requirements to make a theft/loss claim.
      4. Identify any other purchase protection program available through the proposed Commercial Card program.
      5. For each extended warranty claim; price‐match reimbursement; loss/theft protection reimbursement; or other program protection, identify the impact on the University’s revenue share.
    1. Emergency Assistance and Travel Insurance

The University would like the ability to access emergency assistance and travel insurance afforded to it through the proposed Commercial Card program. Although this assistance and insurance is not required, Respondents should identify whether or not they are provided with the proposed program and the level of protections. Any cost associated with emergency assistance and travel insurance must be identified in Section 2. The following responses are required for this section:

* + - 1. Explain what emergency assistance is provided for cardholder under the proposed program including how a cardholder can request an emergency card replacement, access to lost/stolen passport or visa assistance, emergency cash and access to emergency travel/lodging assistance.
      2. Explain whether or not the proposed program includes insurance for travel on common carriers (e.g.: air travel, rail travel, bus travel, cruise travel, etc...) purchased using a card under the program. State the dollar amount limits and requirements for travel insurance on common carriers. Provide documentation on the requirements to make a travel insurance claim.
      3. Identify whether or not the proposed program includes insurance for car rentals made using a card under the program. State the dollar amount limits and requirements for car rental insurance. Provide documentation on the requirements to make a travel insurance claim.
      4. Identify any other emergency assistance or travel insurance programs available through the proposed Commercial Card program.
      5. For the assistance and insurance described above, identify the impact on the University’s revenue share in the event of the need for emergency assistance and/or a travel insurance claim.
    1. Other Program Benefits

The University would like the ability to access any additional programs that are beneficial to the University through the proposed Commercial Card program. Although additional program benefits are not required, Respondents should identify whether or not they have additional program benefits and the type of programs offered. Any costs associated with additional programs must be identified in Section 2. The following responses are required for this section:

* + - 1. Identify any other program benefits afforded to the University through the proposed Commercial Card program.
      2. Identify the impact on the University’s revenue share when utilizing any additional program identified in this section.

#### Subcontracting

* + 1. Subcontracting is allowed.

For the purposes of this section, subcontractors are those specifically hired to perform all or part of the work covered by the contract. If subcontractors are to be utilized, Vendor must identify subcontractors with an annual value of more than $50,000 and the expected amount of money each will received under the contract in **Attachment EE ‐ Subcontractor Information**.

* + 1. The Vendor shall notify the University of any additional or substitute subcontractors hired during the term of this contract and the amount to be paid to each.

#### Where services are to be performed

* + 1. In accordance with Section 25‐65 of the Illinois Procurement Code, Vendor shall disclose the locations where the services required under this contract shall be performed, including any subcontracts, and the known or anticipated value of the services to be performed at each location.
    2. Unless otherwise disclosed in this section, all services shall be performed in the United States. This information and economic impact on Illinois and its residents may be considered in the evaluation. If the Vendor received additional consideration in the evaluation based on work being performed in the United States, it shall be a breach of contract if the Vendor shifts any such work outside the United States unless the Chief Procurement Officer determines in writing that it is in the best interest of the university.
    3. Location where services will be performed:

Percentage of services performed at this location:

#### Term

1.10.1. This contract shall commence upon the last dated signature of the Parties and terminate five‐years from that date.

* + 1. In no event will the total term of the contract, including the initial term, any renewal terms and any extensions, exceed 10 years.
    2. Vendor shall not commence billable work in furtherance of the contract before the contract is signed by all parties.

#### Renewal

* + 1. The resulting Contract will contain the following optional renewals and any applicable conditions are shown below.

|  |  |  |
| --- | --- | --- |
| **Renewal Length Start Date** | | |
| **Renewal 1** | Three‐Years | End Date of Initial Term |
| **Renewal 2** | Two‐Years | End Date of Renewal 1 |

* + 1. Any renewal is subject to the same terms and conditions as the original contract except as otherwise stated in this solicitation or resulting contract.
    2. The University may renew this contract for any or all of the option periods specified, may exercise any of the renewal options early, and may exercise more than one option at a time based on continuing need and favorable market conditions, when in the best interest of the university.
    3. The contract may not renew automatically nor renew solely at the Vendor’s option.

#### Termination for Cause

* + 1. The University may terminate this contract, in whole or in part, immediately upon notice to the Vendor if:
       1. the University determines that the actions or inactions of the Vendor, its agents, employees or subcontractors have caused, or reasonably could cause, jeopardy to health, safety, or property, or (b) the Vendor has notified the University that it is unable or unwilling to perform the contract.
    2. If Vendor fails to perform to the University’s satisfaction any material requirement of this contract, is in violation of a material provision of this contract, or the University determines that the Vendor lacks the financial resources to perform the contract. The University shall provide written notice to the Vendor to cure the problem identified within a specified period of time. If not cured by the specified date, the University may either: (a) immediately terminate the contract without additional written notice or (b) enforce the terms and conditions of the contract.
    3. For termination due to any of the causes contained in this section, the University retains its right to seek any available legal or equitable remedies and damages.

#### Termination for Convenience

The University may, for its convenience and with 30 days prior written notice to Vendor, terminate this contract in whole or in part and without payment of any penalty or incurring any further obligation to the Vendor. The Vendor shall be entitled to compensation upon submission of invoices and proof of claim for supplies and services provided in compliance with this contract up to and including the date of termination.

#### Include Section 1 and any attachments in Packet 1

## Section 2 – Pricing

#### Format of Pricing:

Respondent’s pricing proposal should explicitly state all costs and revenue share associated with your proposal as requested. Your pricing proposal should consist of two parts. The first part must contain written responses to requirements in Section 2. The second part must contain your pricing proposal in the Excel Spreadsheet attached to this solicitation notice. Respondent’s pricing proposal should be submitted as one original; one copy; and one electronic copy. The electronic copy should consist of the responses to Section 2 in Adobe PDF or Microsoft Word DOC format and the completed pricing spreadsheet in Microsoft Excel format. Your pricing proposal should be sealed separately from your technical proposal and labeled as previously requested.

Vendor shall submit pricing in the format requested, based on the terms and conditions set forth in this Request for Proposal. Vendor’s price offer (including any information obtained through a best and final offer) shall serve as the basis for compensation and revenue share in the event of an award. Failure to submit pricing as shown in this section may render Respondent’s offer non‐responsive and ineligible for award

#### Revenue Share:

* + 1. Overview: The University is providing Respondents with the opportunity to provide a revenue share based on the amount of combined charge volume, and timeliness of payments under the program. Respondents are not required to provide any or all of the revenue share categories identified in this section; however, the total revenue share provided to the University will be determined based off of historical use and used to calculate the pricing points associated with your proposal for award consideration.

Revenue share will be paid on a quarterly basis. Respondents will be required to provide a report detailing revenue share allocation and payment for allocation within thirty (30) calendar days following the end of a quarter. A quarter is defined as the last day of the following months: March, June, September, and December.

* + 1. Annualized Revenue Share Paid Quarterly (non‐large ticket transactions): The Respondent will determine the annualized charge volume and the timeliness of payments to determine the revenue share for transactions under the large ticket transaction threshold ($5,000). The revenue share for timeliness of payments will be in addition to the annualized charge volume revenue share rate. For example, if the University qualifies for a 1.45% annualized charge volume revenue share for the quarter and the timeliness of payment revenue share is 0.80%, the total revenue share for the quarter (non‐large ticket transactions) would be 2.25% (1.45% + 0.80%). The revenue share for large ticket transactions would be added separately from the other revenue shares and would not have and additional percentage (for timeliness of payment) included in the calculation. Payment of the fourth quarter’s annualized revenue share is required to include additional revenue share from the previous three quarters in the event the annualized revenue share was below the actual annual revenue share. Payment of the fourth quarter’s annualized revenue share is allowed to be reduced to deduct revenue share from the previous three quarters in the event the annualized revenue share was higher than the actual annual revenue share.
       1. Annualized Charge Volume: The annualized charge volume revenue share will be determined by combining all charge volume under the program that is not classified as a large ticket purchase (defined in Section 2.2.3) annualized over four quarters. Respondents should provide a single revenue share percentage in the pricing proposal spreadsheet on the worksheet titled “Annualized Combined Charge Volume”. If Respondent is unable to provide a revenue share for any item they should list 0% (zero) in their response.
       2. Timeliness of Payment: The timeliness of payment revenue share will be determined by averaging the number of days the University makes payment on outstanding charges also known as “file turn”, for all charge volume under the program that is not classified as a large ticket purchase (defined in Section 2.2.3). Respondents should provide a single revenue share percentage in the pricing proposal spreadsheet on the worksheet titled “Timeliness of Payment”. If Respondent is unable to provide a revenue share for any item they should list 0% (zero) in their response.
    2. Large Ticket Transaction: For single‐item purchases over five‐thousand dollars ($5,000), Respondents are asked to provide a large ticket transaction revenue share on a quarterly basis. Respondents should provide a single revenue share percentage in the large ticket transaction spreadsheet on the worksheet titled “Large Ticket Transactions”. If Respondent is unable to provide a revenue share for any item they should list 0% (zero) in their response. Respondents may propose a different large ticket transaction limit.
    3. Revenue Share Options: The University is requesting Respondents provide revenue share options as requested in Section

2.2.1 through 2.2.3 to be able to accurately compare Respondents’ proposals. A Respondent may also provide an optional revenue share methodology to the University for informational purposes; however, options to the University defined revenue share

methodology will not be evaluated for consideration of an award. The University will determine whether optional revenue share proposed is in its best interest prior to an award and will identify at the time of award whether it will award under the revenue share defined in Sections 2.2.1 through 2.2.3 or the Respondent’s proposed optional revenue share. Respondents are not required to provide an optional revenue share as defined in this section.

#### Choose One of the Following:

Respondent is providing an option to the University’s requested Revenue Share in this Section

Or

Respondent is not providing an option to the University’s requested Revenue Share in this Section

#### 2.3 Program Fees:

* + 1. Overview: It is anticipated that Respondents will provide a schedule of fees associated with the Commercial Card program proposed. A list of potential fees have been provided for completion in the pricing proposal spreadsheet. Respondents that will not charge a fee or will “waive” a fee should indicate $0.00 in their response.
    2. Account Fees: The University has provided the worksheet titled “Account Fees” to address Account Setup Fees, Annual Fees, Per Occurrence Fees and Finance Charges/Late Payment fees. Respondents must list their percentage or dollar amount for each fee listed. Respondents that will not charge a fee or will “waive” a fee should indicate $0.00 or 0% in their response.
    3. Technology Fees: The University has provided the worksheet titled “Technology Fees” to address fees associated with a potential Account Administration System, Account Reconciliation System and Reporting System. Respondents must list their dollar amount for each fee listed. Respondents that will not charge a fee or will “waive” a fee should indicate $0.00 or 0% in their response.
    4. Fees for Program Benefits: In Section 1.7, the University requested information for Cardholder and other program benefits. If any of the proposed programs are not provided free of charge to the University, the costs associated with these programs must be provided in this section.
    5. Program Fee Options: The University is requesting Respondents provide program fees as requested in Section 2.3.1 through

2.3.4 to be able to accurately compare Respondents’ proposals. A Respondent may also provide an optional program fee methodology to the University for informational purposes; however, options to the University defined program fee methodology will not be evaluated for consideration of an award. The University will determine whether an optional program fee proposed is in its best interest prior to an award and will identify at the time of award whether it will award under the program fees defined in Sections 2.3.1 through

2.3.3 or the Respondent’s proposed optional program fees. Respondents are not required to provide optional program fees as defined in this section.

#### Choose One of the Following:

Respondent is providing an option to the University’s requested Program Fees in this Section

Or

Respondent is not providing an option to the University’s requested Program Fees in this Section

#### Program Implementation – Additional Consideration

While implementing a new program, the University anticipates declining balances in its current Commercial Card Program and gradually increasing balances under the Commercial Card program awarded under this solicitation. During this implementation, it is anticipated that the University’s current revenue share will decline due to this transition. The University requests Respondents provide additional consideration related to the award for Commercial Card program to the University to limit any potential decline in revenue share during this transition.

Additional consideration should be tied to either a number of cards issued under the new program or an additional revenue share bonuses during the first year of the new program implementation. Respondents are not required to provide additional consideration tied to the program implementation; however, any proposed additional consideration will be tied to the overall pricing proposal evaluation. Any additional consideration Respondent proposed in order to minimize the impact of a new program’s implementation.

#### New Services

The University expects access to a wide variety of Commercial Card Services. It is the intent of this solicitation to have access to new services, announced by the provider that would be covered under the scope of this solicitation. The Awarded Respondent should notify the Contract Administrator of new services that become available during the term of the Contract prior to offering them to end‐ users.

The Contract Administrator must approve any new services prior to being included on the award. The Contract Administrator may request additional justification data in order to complete a price analysis and confirm any potential revenue share or fees as agreed to in the signed Contract. Once the data has been received, to the satisfaction of the Contract Administrator, the Contract Administrator will have 60 days to approve or reject the new services. All new services must be approved in writing prior to allowing use of them by the University.

#### Price Adjustments

Throughout the term of the award, the University expects Respondent to provide an aggressive revenue share schedule and low program fees. On an annual basis, at the previously described Annual Business Review, the University and the Awarded Respondent will review the current revenue share and fees associated with the Commercial Card program. Throughout the term of the award, the University is allowed to and is able to accept increased revenue share opportunities and lowered fees proposed by the Respondent. If the University agrees to an increased revenue share opportunity and/or lowered program fees proposed by the Awarded Respondent, the University will execute an amendment to the current Contract.

During the Annual Business Reviews, the University will not accept a pricing adjustment that would result in a decrease in revenue share and/or an increase in program fees unless the request is tied to a documentable increase in cost to the Respondent, failure of the University to meet minimum spend criteria, or other change the Contract Administrator deems applicable to demonstrate the need for adjustment.

Respondents should note that price adjustments are not guaranteed and the University retains the right to verify price adjustments against various market analytics including the Producer’s Price Index (PPI), Consumer’s Price Index (CPI), other known Commercial Card programs of similar size, or other source available to the University at the time of review.

The University will review any proposed pricing adjustments within sixty calendar days from the date of receipt of the request and all documentation requested by the University’s Contract Administrator. If a price adjustment is authorized, the University will execute an amendment to the current Contract. If a price adjustment is not authorized the Contract Administrator will provide justification, in writing, to the Awarded Respondent identifying the reason why. Pricing Adjustments will only be enforceable upon execution of an amendment to the Contract.

#### Renewal Pricing

Renewal pricing will be subject to the annual price adjustment review process identified in Section 2.6. Any adjustments to pricing will be reflected in the executed contract renewal document.

#### Type of Pricing

This Contract awarded under this solicitation will be for an indefinite quantity. Final costs will be determined by the use of the Contract and the University’s needs.

#### Expenses Not Allowed

Expenses for travel, lodging, per diem or other expenses associated with providing the services required under a potential Contract that are not defined within this pricing proposal are not allowed.

#### Taxes

Pricing shall not include any taxes unless accompanied by proof the University is subject to the tax. If necessary, Vendor may request the University’s Illinois tax exemption number and federal tax exemption information.

#### Invoicing

By submitting an invoice, Vendor certifies that the supplies or services provided meet all requirements of the contract, and the amount billed and expenses incurred are as allowed in the contract. Invoices may be subject to statutory offset (30 ILCS 210).

#### Include Section 2 and any attachments in Packet 2

### Attachment AA – Standard Terms and Conditions

1. **Resulting Contract:** The Vendor’s proposal and the Request for Proposal may be appended to the resulting contract. In the event of any conflict, inconsistency or dispute, the order of precedence shall be the resulting contract language, the Proposal and then the Request for Proposal.

#### Payment Terms and Conditions:

* 1. **Late Payment:** Payments, including late payment charges, will be paid in accordance with the State Prompt Payment Act and rules when applicable. 30 ILCS 540; 74 III. Adm. Code 900. This shall be Vendor’s sole remedy for late payments by the University. Payment terms contained on Vendor’s invoices shall have no force and effect.
  2. **Minority Contractor Initiative:** If applicable to the University Contract, the State Comptroller requires a fee of $15 to cover expenses related to the administration of the Minority Contractor Opportunity Initiative for contracts paid with State funds. Any Vendor awarded a contract under Section 20‐10, 20‐15, 20‐25 or 20‐30 of the Illinois Procurement Code (30 ILCS 500) of $1,000 or more may be required to pay a fee of $15. If payment is required, the State Comptroller shall deduct the fee from the first check issued to the Vendor under the contract and deposit the fee in the Comptroller’s Administrative Fund. 15 ILCS 405/23.9.
  3. **Expenses:** The State will not pay for supplies provided or services rendered, including related expenses, incurred prior to the execution of this contract by the Parties even if the effective date of the contract is prior to execution.
  4. **Prevailing Wage:** Certain services require vendors to pay prevailing wage rates. If applicable and as a condition of receiving payment Vendor must pay its employees prevailing wages in the locality in which the work is to be performed. The prevailing rate of wages are revised by the Illinois Department of Labor and are available on the Department's official website (https://[www.illinois.gov/idol/Laws](http://www.illinois.gov/idol/Laws)‐Rules/CONMED/Pages/prevailing‐wage‐ rates.aspx). Vendor is responsible for contacting the Illinois Department of Labor to ensure understanding of prevailing wage requirements. See **Attachment BB** for Supplemental Provisions.
  5. **Federal Funds**: The resulting contract may be partially or totally funded with Federal funds. Upon notice of intent to award, the percentage of goods and/or services involved which are federally funded and the dollar amount of such federal funds will be disclosed.
  6. **Invoicing:** By submitting an invoice, Vendor certifies that the supplies or services provided meet all requirements of the contract, and the amount billed and expenses incurred are as allowed in the contract. Invoices for supplies purchased, services performed and expenses incurred through June 30 of any year must be submitted to the University as provided in the resulting contract. Invoices may be subject to statutory offset. 30 ILCS 210.
     1. Vendor shall not bill for any taxes unless accompanied by proof that the university is subject to the tax. If necessary, Vendor may request the university’s Illinois tax exemption number and federal tax exemption information.
     2. Vendor shall invoice, as provided in the resulting contract, at the completion of the contract unless invoicing is tied in the contract to milestones, deliverables, or other invoicing requirements agreed to in the contract.

1. **Assignment and Subcontracting:** This contract may not be assigned, transferred in whole or in part by Vendor without the prior written consent of the University. Vendor must receive prior written approval before use of any subcontractors in the performance of this contract. For purposes of this section, subcontractors are those specifically hired by the Vendor to perform all or part of the work covered by the contract. Vendor shall describe, in an attachment, the names and addresses of all authorized subcontractors to be utilized by Vendor in the performance of this contract, together with a description of the work to be performed by the subcontractor and the anticipated amount of money that each subcontractor is expected to receive pursuant to this contract. Vendor shall notify the University of any additional or substitute subcontractors hired during the term of this contract. All subcontracts must include the same certifications that Vendor must make as a condition of this contract. Vendor shall include in each subcontract the subcontractor certifications as shown on the Standard Subcontractor Certification form available from the University. If at any time during the term of the Contract, Vendor adds or changes any subcontractors, Vendor must promptly notify the University, by written amendment to the Contract, of the

names and addresses and the expected amount of money that each new or replaced subcontractor will receive pursuant to the Contract.

1. **Audit/Retention of Records:** Vendor and its subcontractors shall maintain books and records relating to the performance of the contract or subcontract and necessary to support amounts charged to the University pursuant the contract or subcontract. Books and records, including information stored in databases or other computer systems, shall be maintained by the Vendor for a period of three years from the later of the date of final payment under the contract or completion of the contract, and by the subcontractor for a period of three years from the later of final payment under the term or completion of the subcontract. If federal funds are used to pay contract costs, the Vendor and its subcontractors must retain its records for a minimum of five years after completion of work. Books and records required to be maintained under this section shall be available for review or audit by representatives of: the procuring University, the Auditor General, the Executive Inspector General, the Chief Procurement Officer, State of Illinois internal auditors or other governmental entities with monitoring authority, upon reasonable notice and during normal business hours. Vendor and its subcontractors shall cooperate fully with any such audit and with any investigation conducted by any of these entities. Failure to maintain books and records required by this section shall establish a presumption in favor of the University for the recovery of any funds paid by the University under the contract for which adequate books and records are not available to support the purported disbursement. The Vendor or subcontractors shall not impose a charge for audit or examination of the Vendor’s books and records. 30 ILCS 500/20‐65.
2. **Time is of the Essence:** Time is of the essence with respect to Vendor’s performance of this contract. Vendor shall continue to perform its obligations while any dispute concerning the contract is being resolved unless otherwise directed by the University.
3. **No Waiver of Rights:** Except as specifically waived in writing, failure by a Party to exercise or enforce a right does not waive that Party’s right to exercise or enforce that or other rights in the future.
4. **Force Majeure:** Failure by either Party to perform its duties and obligations will be excused by unforeseeable circumstances beyond its reasonable control and not due to its negligence including acts of nature, acts of terrorism, riots, labor disputes, fire, flood, explosion, and governmental prohibition. The non‐declaring Party may cancel the contract without penalty if performance does not resume within 30 days of the declaration.
5. **Confidential Information:** Each Party, including its agents and subcontractors, to this contract may have or gain access to confidential data or information owned or maintained by the other Party in the course of carrying out its responsibilities under this contract. Vendor shall presume all information received from the University or to which it gains access pursuant to this contract is confidential. Vendor information, unless clearly marked as confidential and exempt from disclosure under the Illinois Freedom of Information Act, shall be considered public. No confidential data collected, maintained, or used in the course of performance of the contract shall be disseminated except as authorized by law and with the written consent of the disclosing Party, either during the period of the contract or thereafter. The receiving Party must return any and all data collected, maintained, created or used in the course of the performance of the contract, in whatever form it is maintained, promptly at the end of the contract, or earlier at the request of the disclosing Party, or notify the disclosing Party in writing of its destruction. The foregoing obligations shall not apply to confidential data or information lawfully in the receiving Party’s possession prior to its acquisition from the disclosing Party that were received in good faith from a third‐party not subject to any confidentiality obligation to the disclosing Party; that is now or later becomes publicly known through no breach of confidentiality obligation by the receiving Party; or is independently developed by the receiving Party without the use or benefit of the disclosing Party’s confidential information.
6. **Freedom of Information Act:** This contract and all related public records maintained by, provided to, or required to be provided to the University are subject to the Illinois Freedom of Information Act notwithstanding any provision to the contrary that may be found in this contract. 5 ILCS 140.
7. **Use and Ownership:** All work performed or supplies created by Vendor under this contract, whether written documents or data, goods or deliverables of any kind, shall be deemed work‐for‐hire under copyright law and all intellectual property and other laws, and the University is granted sole and exclusive ownership to all such work, unless otherwise agreed in writing. Vendor hereby assigns to the University all right, title, and interest in and to such work including any related intellectual property rights, and waives any and all claims that Vendor may have to such work including any so‐called "moral rights" in

connection with the work. Vendor acknowledges the University may use the work product for any purpose. Confidential data or information contained in such work shall be subject to confidentiality provisions of this contract.

1. **Indemnification and Liability:** The Vendor shall indemnify and hold harmless the University, its Board of Trustees, the State of Illinois, its agencies, officers, employees, agents and volunteers from any and all costs, demands, expenses, losses, claims, damages, liabilities, settlements and judgments, including in‐house and contracted attorneys’ fees and expenses, arising out of: (a) any breach or violation by Vendor of any of its certifications, representations, warranties, covenants or agreements;
   * + 1. any actual or alleged death or injury to any person, damage to any property or any other damage or loss claimed to result in whole or in part from Vendor’s negligent performance; or (c) any act, activity or omission of Vendor or any of its employees, representatives, subcontractors or agents. Neither Party shall be liable for incidental, special, consequential or punitive damages.
2. **Insurance:** Vendor shall, at all time during the term and any renewals, maintain and provide upon request a Certificate of Insurance naming the University and its Board of Trustees as additional insured for all required bonds and insurance. Certificates may not be modified or canceled until at least 30 days notice has been provided to the University. Vendor shall provide: (a) General Commercial Liability‐occurrence form in amount of $1,000,000 per occurrence (Combined Single Limit Bodily Injury and Property Damage) and $2,000,000 Annual Aggregate; (b) Auto Liability, including Hired Auto and Non‐owned Auto, in amount of $1,000,000 per occurrence (Combined Single Limit Bodily Injury and Property Damage); and (c) Worker’s Compensation Insurance in amount required by law. Insurance shall not limit Vendor’s obligation to indemnify, defend, or settle any claims.
3. **Independent Contractor:** Vendor shall act as an independent contractor and not an agent or employee of the University. All payments by the University shall be made on the basis of Vendor being an independent contractor of the University.
4. **Solicitation and Employment:** Vendor shall not employ any person employed by the University during the term of this contract to perform any work under this contract. Vendor shall give notice immediately to the University’s president if Vendor solicits or intends to solicit University employees to perform any work under this contract.
5. **Background Check:** Whenever the University deems it reasonably necessary for security reasons, the University may conduct, at its expense, background checks of Vendor’s and subcontractor’s officers, employees or agents. Vendor or subcontractor shall reassign immediately any such individual who, in the opinion of the University, does not pass the background checks.
6. **Applicable Law:** This contract shall be construed in accordance with and is subject to the laws and rules of the State of Illinois. The Department of Human Rights’ Equal Opportunity requirements are incorporated by reference. 44 Ill. Admin. Code 750. Any claim against the University arising out of this contract must be filed exclusively with the Illinois Court of Claims. 705 ILCS 505/1. The University shall not enter into binding arbitration to resolve any contract dispute. The University does not waive sovereign immunity by entering into this contract. The official text of cited statutes is incorporated by reference. An unofficial version can be viewed at ([www.ilga.gov/legislation/ilcs/ilcs.asp).](http://www.ilga.gov/legislation/ilcs/ilcs.asp))
7. **Compliance with the Law:** The Vendor, its employees, agents, and subcontractors shall comply with all applicable federal, state, and local laws, rules, ordinances, regulations, orders, federal circulars and all license and permit requirements in the performance of this contract. Vendor shall be in compliance with applicable tax requirements and shall be current in payment of such taxes. Vendor shall obtain at its own expense, all licenses and permissions necessary for the performance of this contract.
8. **Anti‐Trust Assignment:** If Vendor does not pursue any claim or cause of action it has arising under federal or state antitrust laws relating to the subject matter of the contract, then upon request of the Illinois Attorney General, Vendor shall assign to the University rights, title and interest in and to the claim or cause of action.
9. **Contractual Authority:** The University that signs the resulting contract shall be the only State entity responsible for performance and payment under the contract. If the Chief Procurement Officer or authorized designee or State Purchasing Officer signs in addition to a university or otherwise approves, he/she does so as approving officer and shall have no liability to Vendor.
10. **Notices:** Notices and other communications provided for herein shall be given in writing by registered or certified mail with return receipt requested, by receipted hand delivery, by courier (UPS, Federal Express or other similar and reliable carrier), by e‐mail, or by fax showing the date and time of successful receipt. Each such notice shall be deemed to have been provided at the time it is actually received. By giving notice, either Party may change the contact information.
11. **Modifications and Survival:** Amendments, modifications and waivers must be in writing and signed by authorized representatives of the Parties. Any provision of this contract officially declared void, unenforceable, or against public policy, shall be ignored and the remaining provisions shall be interpreted, to the extent possible, to give effect to the Parties’ intent. All provisions that by their nature would be expected to survive, shall survive termination.
12. **Performance Record / Suspension:** Upon request of the University, Vendor shall meet to discuss performance or provide contract performance updates to help ensure proper performance of the contract. The University may consider Vendor’s performance under this contract and compliance with law and rule to determine whether to continue the contract, whether to suspend Vendor from doing future business with the University for a specified period of time, or to determine whether Vendor can be considered responsible on specific future contract opportunities.
13. **Schedule of Work:** Any work performed on University premises shall be done during the hours designated by the University and performed in a manner that does not interfere with the University, its personnel, or related operations.

#### Warranties for Supplies and Services

* 1. Vendor warrants that the supplies furnished under this contract will: (a) conform to the standards, specifications, drawings, samples or descriptions furnished by the University or furnished by the Vendor and agreed to by the University, including but not limited to all specifications attached as exhibits hereto; (b) be merchantable, of good quality and workmanship, and free from defects for a period of twelve months or longer if so specified in writing, and fit and sufficient for the intended use; (c) comply with all federal and state laws, regulations, and ordinances pertaining to the manufacturing, packing, labeling, sale, and delivery of the supplies; (d) be of good title and be free and clear of all liens and encumbrances and; (e) not infringe any patent, copyright or other intellectual property rights of any third party.
  2. Vendor shall insure that all manufacturers’ warranties are transferred to the University and shall provide a copy of the warranty. These warranties shall be in addition to all other warranties, express, implied, or statutory, and shall survive the University’s payment, acceptance, inspection, or failure to inspect the supplies.
  3. Vendor warrants that all services will be performed to meet the requirements of the contract in an efficient and effective manner by trained and competent personnel. Vendor shall monitor performances of each individual and shall reassign immediately any individual who does not perform in accordance with the contract, who is disruptive or not respectful of others in the workplace, or who in any way violates the contract or University policies.
  4. Vendor agrees to reimburse the University for any losses, costs, damages or expenses, including without limitation, reasonable attorney’s fees and expenses arising from failure of the supplies to meet such warranties.

#### Reporting, Status and Monitoring Specifications:

* 1. Vendor shall immediately notify the University of any event that may have a material impact on Vendor’s ability to perform the contract.
  2. By August 31 of each year, Vendor shall report to the University the number of qualified veterans and certain ex‐ offenders hired during Vendor’s last completed fiscal year. (30 ILCS 500/45‐67 & 45‐70) Vendor may be entitled to employment tax credit for hiring individuals in those groups. (35 ILCS 5/216, 5/217)

### Attachment BB – Supplemental Provisions

#### University Supplemental Provisions:

University Definitions

Required Federal Clauses, Certifications and Assurances

American Recovery and Reinvestment Act of 2009 (ARRA) Requirements

Public Works (construction and maintenance of a public work) prevailing wage and other requirements (820 ILCS 130/4).

Prevailing Wage (for example: janitorial cleaning, window cleaning, building and grounds, site technician, natural resources, food services, and security services, if valued at more than $200 per month or $2,000 per year or printing) (30 ILCS 500/25‐60). Vendor is responsible for contacting the Illinois Department of Labor to ensure understanding of prevailing wage requirements at https://[www.illinois.gov/idol/Laws](http://www.illinois.gov/idol/Laws)‐Rules/CONMED/Pages/prevailing‐wage‐ rates.aspx.

University Specific Terms and Conditions

Other (describe)

#### Vendor Supplemental Provisions

This is supplemental information that supports a vendor’s proposal (e.g. a vendor’s licensing agreement). This does not include exceptions to University specifications, terms and conditions, or any other part of this solicitation. Any exceptions must be listed on **Attachment FF**).

### Attachment CC – Form A

**(Certifications and Disclosure for Respondents not Registered with the Illinois Procurement Gateway (IPG)**

**Form A** must be used when responding to an Invitation for Bid (IFB) or a Request for Proposal (RFP) if the vendor **is not** registered in the Illinois Procurement Gateway (IPG) and **does not have** a current IPG Registration Number with an unexpired date.

If the vendor **is** registered in the Illinois Procurement Gateway (IPG) and **does have** a valid unexpired IPG registration number, the vendor may complete and submit **Form B** with their response.

To verify registration, go to the Illinois Procurement Gateway and search the Registered Vendor Directory. If you do not find your company name, you will need to complete and submit your Illinois Vendor Registration. You must submit with your solicitation response the information requested on Form A until you receive an approval with your registration number and expiration date.

**Failure to provide the applicable Form A or B may render the submission non‐responsive and result in disqualification.**

Please read this entire form. All sections in Form A must be completed in full and submitted along with the vendor’s response. This information is submitted on behalf of:

Vendor Name: Phone: Street Address: Email: City, State Zip: Contact Person:

#### Business Information

* 1. Name of Business (official name and DBA)
  2. Business Headquarters (address, phone and fax)
  3. If a Division or Subsidiary of another organization provide the name and address of the parent
  4. Billing Address
  5. Name of Chief Executive Officer
  6. Company Web Site Address
  7. Type of Organization (sole proprietor, corporation, etc.)
  8. Length of time in business
  9. Annual Sales for Company’s most recently completed fiscal year
  10. Show number of full‐time employees, on average, during the most recent fiscal year
  11. Is your company at least 51% owned and controlled by individuals in one of the following categories? If “Yes,” please check the category that applies:

Minority (30 ILCS 575/2(A)(1) & (3)) Yes

Female (30 ILCS 575/2(A)(2) & (4)) Yes

Person with Disability (30 ILCS 575/2(A)(2.05) & (2.1)) Yes Disadvantaged (49 CFR 26) Yes

Veteran (30 ILCS 500/45‐57) Yes

Small Business (30 ILCS 500/45‐45) Yes

#### Department of Human Rights Public Contracts Number

* 1. If Vendor employed fifteen or more full‐time employees at any time during the 365‐day period immediately preceding the publication of this solicitation in the Illinois Procurement Bulletin (or issuance date if not published), it must have a current IDHR Public Contract Number or have proof of having submitted a completed application for one **prior** to the solicitation opening date [775 ILCS 5/2‐101(j); 44 Ill. Admin. Code 750.210]. Please complete the appropriate sections below:

Name of Company (and DBA): .

IDHR Public Contracts Number: Expiration Date: .

(check if applicable) The number is not required as the company has employed 14 or fewer full‐time employees during the 365‐day period immediately preceding the publication of this solicitation in the Illinois Procurement Bulletin (or issuance date if not published).

* 1. If number has not yet been issued, provide the date a completed application for the number was submitted to IDHR: .
  2. Upon expiration and until their Contractor Identification Number is renewed, companies will not be eligible to be awarded contracts by the State of Illinois or other jurisdictions that require a current IDHR number as a condition of contract eligibility. 44 Ill. Admin. Code 750.210(a).
  3. Offeror may obtain an application form at:
     + Telephone: Call the IDHR Public Contracts Unit at (312) 814‐2431 between Monday and Friday, 8:30 AM ‐

5:00 PM, CST. (TDD (312) 263‐1579).

* + - Internet: You may download the form from the Department of Human Rights’ website at ([http://www2.illinois.gov/dhr/PublicContracts/Pages/IDHR\_Number.aspx).](http://www2.illinois.gov/dhr/PublicContracts/Pages/IDHR_Number.aspx))

#### Certifications

Vendor acknowledges and agrees that compliance with this subsection in its entirety for the term of any resulting contract and any renewals is a material requirement and condition of the contract. By executing the contract Vendor certifies compliance with this subsection in its entirety, and is under a continuing obligation to remain in compliance and report any non‐compliance.

This subsection, in its entirety, also applies to subcontractors used on this contract. Vendor shall include these Standard Certifications in any subcontract used in the performance of the contract using the Standard Subcontractor Certification form provided by the State.

If the contract extends over multiple fiscal years, including the initial term and all renewals, Vendor and its subcontractors shall confirm compliance with this section in the manner and format determined by the State by the date specified by the State and in no event later than July 1 of each year that the contract remains in effect.

If the Parties determine that any certification in this section is not applicable to the contract it may be stricken without affecting the remaining subsections.

* 1. As part of each certification, Vendor acknowledges and agrees that should Vendor or its subcontractors provide false information, or fail to be or remain in compliance with the Standard Certification requirements, one or more of the following sanctions will apply:
     + the contract may be void by operation of law,
     + the State may void the contract, and
     + the Vendor and it subcontractors may be subject to one or more of the following: suspension, debarment, denial of payment, civil fine, or criminal penalty.

Identifying a sanction or failing to identify a sanction in relation to any of the specific certifications does not waive imposition of other sanctions or preclude application of sanctions not specifically identified.

* 1. Vendor certifies it and its employees will comply with applicable provisions of the United States Civil Rights Act, Section 504 of the Federal Rehabilitation Act, the Americans with Disabilities Act, and applicable rules in performance of this contract.
  2. **This applies to individuals, sole proprietorships, partnerships and LLCs, but is otherwise not applicable**. Vendor, if an individual, sole proprietor, partner or an individual as member of a LLC, certifies he/she is not in default on an educational loan. 5 ILCS 385/3
  3. Vendor certifies that is has reviewed and will comply with the Department of Employment Security Law (20 ILCS 1005/1005‐47) as applicable.
  4. **This applies only to certain service contracts and does NOT include contracts for professional or artistic services.** To the extent there was a current Vendor providing the services covered by this contract and the employees of that Vendor who provided those services are covered by a collective bargaining agreement, Vendor certifies (i) that it will offer to assume the collective bargaining obligations of the prior employer, including any existing collective bargaining agreement with the bargaining representative of any existing collective bargaining unit or units performing substantially similar work to the services covered by the contract subject to its bid or offer; and (ii) that it shall offer employment to all employees currently employed in any existing bargaining unit who perform substantially similar work to the work that will be performed pursuant to this contract. This does not apply to heating, air conditioning, plumbing and electrical service contracts. 30 ILCS 500/25‐80
  5. Vendor certifies it has neither been convicted of bribing or attempting to bribe an officer or employee of the State of Illinois or any other State, nor made an admission of guilt of such conduct that is a matter of record. 30 ILCS 500/50‐5
  6. If Vendor has been convicted of a felony, Vendor certifies at least five years have passed after the date of completion of the sentence for such felony, unless no person held responsible by a prosecutor’s office for the facts upon which the conviction was based continues to have any involvement with the business. 30 ILCS 500/50‐10
  7. If Vendor or any officer, director, partner, or other managerial agent of Vendor has been convicted of a felony under the Sarbanes‐Oxley Act of 2002, or a Class 3 or Class 2 felony under the Illinois Securities Law of 1953, Vendor certifies at least five years have passed since the date of the conviction. Vendor further certifies that it is not barred from being awarded a contract. 30 ILCS 500/50‐10.5
  8. Vendor certifies it is not barred from having a contract with the State based upon violating the prohibitions related to either submitting/writing specifications or providing assistance to an employee of the State of Illinois by reviewing, drafting, directing, or preparing any invitation for bids, a request for proposal, or request of information, or similar assistance (except as part of a public request for such information). 30 ILCS 500/50‐10.5(e)
  9. Vendor certifies that it and its affiliates are not delinquent in the payment of any debt to the State (or if delinquent have entered into a deferred payment plan to pay the debt. 30 ILCS 500/50‐11, 50‐60
  10. Vendor certifies that it and all affiliates shall collect and remit Illinois Use Tax on all sales of tangible personal property into the State of Illinois in accordance with provisions of the Illinois Use Tax Act. 30 ILCS 500/50‐12
  11. Vendor certifies that it has not been found by a court or the Pollution Control Board to have committed a willful or knowing violation of the Environmental Protection Act within the last five years, and is therefore not barred from being awarded a contract. 30 ILCS 500/50‐14
  12. Vendor certifies it has neither paid any money or valuable thing to induce any person to refrain from bidding on a State contract, nor accepted any money or other valuable thing, or acted upon the promise of same, for not bidding on a State contract. 30 ILCS 500/50‐25
  13. Vendor certifies it has read, understands and is not knowingly in violation of the “Revolving Door” provisions of the Illinois Procurement Code. 30 ILCS 500/50‐30
  14. Vendor certifies that if it hires a person required to register under the Lobbyist Registration Act to assist in obtaining any State contract, that none of the lobbyist’s costs, fees, compensation, reimbursements or other remuneration will be billed to the State. 30 ILCS 500/50‐38
  15. Vendor certifies that it will not retain a person or entity to attempt to influence the outcome of a procurement decision for compensation contingent in whole or in part upon the decision or procurement. 30 ILCS 500/50‐38
  16. Vendor certifies it will report to the Illinois Attorney General and the Chief Procurement Officer any suspected collusion or other anti‐competitive practice among any bidders, offerors, contractors, proposers, or employees of the State. 30 ILCS 500/50‐40, 50‐45, 50‐50
  17. Vendor certifies that if it is awarded a contract through the use of the preference required by the Procurement of Domestic Products Act, then it shall provide products pursuant to the contract or subcontract that are manufactured in the United States. 30 ILCS 517
  18. Vendor certifies steel products used or supplied in the performance of a contract for public works shall be manufactured or produced in the United States, unless the executive head of the procuring Agency/University grants an exception. 30 ILCS 565
  19. Drug Free Workplace
      1. If Vendor employs 25 or more employees and this contract is worth more than $5,000, Vendor certifies it will provide a drug free workplace pursuant to the Drug Free Workplace Act
      2. If Vendor is an individual and this contract is worth more than $5000, Vendor certifies it shall not engage in the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance during the performance of the contract. 30 ILCS 580
  20. Vendor certifies that neither Vendor nor any substantially owned affiliate is participating or shall participate in an international boycott in violation of the U.S. Export Administration Act of 1979 or the applicable regulations of the United States Department of Commerce. 30 ILCS 582
  21. Vendor certifies that no foreign‐made equipment, materials, or supplies furnished to the State under the contract have been or will be produced in whole or in part by forced labor or indentured labor under penal sanction. 30 ILCS 583
  22. Vendor certifies that no foreign‐made equipment, materials, or supplies furnished to the State under the contract have been produced in whole or in part by the labor of any child under the age of 12. 30 ILCS 584
  23. This applies to information technology contracts and is otherwise not applicable. Vendor certifies that information technology, including electronic information, software, systems and equipment, developed or provided under this contract comply with the applicable requirements of the Illinois Information Technology Accessibility Act Standards as published at ([www.dhs.state.il.us/iitaa).](http://www.dhs.state.il.us/iitaa)) 30 ILCS 587
  24. **This only applies to vendors who own residential buildings but is otherwise not applicable**. Vendor certifies, if it owns residential buildings, that any violation of the Lead Poisoning Prevention Act has been mitigated. 410 ILCS 45
  25. Vendor certifies it has not been convicted of the offense of bid rigging or bid rotating or any similar offense of any state or of the United States. 720 ILCS 5/33 E‐3, E‐4
  26. Vendor certifies it complies with the Illinois Department of Human Rights Act and rules applicable to public contracts, which include providing equal employment opportunity, refraining from unlawful discrimination, and having written sexual harassment policies. 775 ILCS 5/2‐105
  27. Vendor certifies it does not pay dues to or reimburse or subsidize payments by its employees for any dues or fees to any “discriminatory club.” 775 ILCS 25/2
  28. Vendor warrants and certifies that it and, to the best of its knowledge, its subcontractors have and will comply with Executive Order No. 1 (2007). The Order generally prohibits Vendors and subcontractors from hiring the then‐serving Governor’s family members to lobby procurement activities of the State, or any other unit of government in Illinois including local governments if that procurement may result in a contract valued at over $25,000. This prohibition also applies to hiring for that same purpose any former State employee who had procurement authority at any time during the one‐year period preceding the procurement lobbying activity.
  29. Vendor certifies that if an individual, sole proprietor, partner or an individual as a member of a LLC, he/she has not received an early retirement incentive prior to 1993 under Section 14‐108.3 or 16‐133.3 of the Illinois Pension Code or an early retirement incentive on or after 2002 under Section 14‐108.3 or 16‐133.3 of the Illinois Pension Code. 30 ILCS 105/15a; 40 ILCS 5/14‐108.3; 40 ILCS 5/16‐133
  30. Vendor certifies that it has read, understands, and is in compliance with the registration requirements of the Elections Code (10 ILCS 5/9‐35) and the restrictions on making political contributions and related requirements of the Illinois Procurement Code. Vendor will not make a political contribution that will violate these requirements. 30 ILCS 500/20‐ 160 and 50‐37

#### In accordance with section 20‐160 of the Illinois Procurement Code, Vendor certifies as applicable:

**Vendor is not required to register as a business entity with the State Board of Elections.**

**or**

**Vendor has registered with the State Board of Elections. As a registered business entity, Vendor**

**acknowledges a continuing duty to update the registration as required by the Act.**

* 1. A person (other than an individual acting as a sole proprietor) must be a duly constituted legal entity and authorized to do business in Illinois prior to submitting a bid or offer. If you do not meet these criteria, then your bid or offer will be disqualified. 30 ILCS 500/20‐43

#### Vendor must make one of the following four certifications by checking the appropriate box. If C or D is checked, then Vendor must attach to this form the requested documentation.

1. Vendor certifies it is an individual acting as a sole proprietor and is therefore not subject to the requirements of section 20‐43 of the Procurement Code.
2. Vendor certifies that it is a legal entity, and was authorized to do business in Illinois as of the date for submitting this bid or offer. The State may require Vendor to provide evidence of compliance before award.
3. Vendor certifies it is a legal entity, and is a foreign corporation performing activities that do not constitute transacting business in Illinois as defined by Illinois Business Corporations Act (805 ILCS 5/13.75). A vendor claiming exemption under the Act must include a detailed explanation of the legal basis for the claim with its bid or offer and must provide additional detail upon request. If Vendor fails to provide the mandatory documentation with the bid or offer, or does not provide additional detail upon request within the timeframe specified in said request, then the State may deem the Vendor as being non‐responsive or not responsible and may disqualify the Vendor.
4. Vendor certifies it is a legal entity, and is an entity otherwise recognized under Illinois law as eligible for a specific form of exemption similar to those found in the Illinois Business Corporation Act (805 ILCS 5/13.75). A vendor claiming exemption under a specific law must provide a detailed explanation of the legal basis for the claim with its bid or offer and must provide additional detail upon request. If Vendor fails to provide the mandatory documentation with the bid or offer, or does not provide additional detail upon request within the timeframe specified in said request, then the State may deem the Vendor as being non‐responsive or not responsible and may disqualify the Vendor.

#### Disclosure of Business Operations in Iran

In accordance with 30 ILCS 500/50‐36, each bid, offer, or proposal submitted for a State contract, other than a small purchase defined in Section 20‐20 of the Illinois Procurement Code, shall include a disclosure of whether or not the bidder, offeror, or proposing entity, or any of its corporate parents or subsidiaries, within the 24 months before submission of the bid, offer, or proposal had business operations that involved contracts with or provision of supplies or services to the Government of Iran, companies in which the Government of Iran has any direct or indirect equity share, consortiums or projects commissioned by the Government of Iran and:

* more than 10% of the company’s revenues produced in or assets located in Iran involve oil‐related activities or mineral‐extraction activities; less than 75% of the company’s revenues produced in or assets located in Iran involve contracts with or provision of oil‐related or mineral – extraction products or services to the Government of Iran or a project or consortium created exclusively by that Government; and the company has failed to take substantial action; or
* the company has, on or after August 5, 1996, made an investment of $20 million or more, or any combination of investments of at least $10 million each that in the aggregate equals or exceeds $20 million in any 12‐ month period that directly or significantly contributes to the enhancement of Iran’s ability to develop petroleum resources of Iran.

A bid, offer, or proposal that does not include this disclosure shall not be considered responsive. We may consider this disclosure when evaluating the bid, offer, or proposal or awarding the contract.

There are no business operations that must be disclosed to comply with the above cited law.

The following business operations are disclosed to comply with the above cited law:

#### Financial Disclosures and Conflicts of Interest

The Financial Disclosures and Conflicts of Interest form (“form”) must be accurately completed and submitted by the vendor, parent entity(ies), and subcontractors. There are **nine** steps to this form and each must be completed as instructed in the step heading and within the step. A bid, offer, or proposal that does not include this form shall be considered non‐responsive. The Agency/University will consider this form when evaluating the bid, offer, or proposal or awarding the contract.

The requirement of disclosure of financial interests and conflicts of interest is a continuing obligation. If circumstances change and the disclosure is no longer accurate, then disclosing entities must provide an updated form.

Separate forms are required for the vendor, any parent entity(ies) and any subcontractors.

This disclosure is submitted for (check one):

Vendor

Vendor’s Parent Entity(ies) (show 100% ownership)

Subcontractor(s) >$50,000

Subcontractor’s Parent Entity(ies) > $50,000

Project Name:

Procurement Bulletin Reference #:

Vendor Name:

Doing Business As (DBA):

Disclosing Entity Name:

Disclosing Entity’s Parent Entity:

Instrument of Ownership or Beneficial Interest (check one):

Sole Proprietorship

Corporate Stock (C‐Corporation, S‐Corporation, Professional Corporation, Service Corporation)

Limited Liability Company Membership Agreement (Series LLC, Low‐Profit Limited Liability Partnership)

Partnership Agreement (General Partnership, Limited Partnership, Limited Liability Partnership, Limited Liability Limited Partnership)

Not‐for‐Profit

Trust Agreement (Beneficiary) Other

If you selected Other, please describe: .

#### STEP 1

**SUPPORTING DOCUMENTATION SUBMITTAL**

(All vendors complete regardless of annual bid, offer or contract value) (Subcontractors with subcontract annual value of more than $50,000 must complete)

You must select one of the six options below and select the documentation you are submitting. You must provide the documentation the applicable section requires with this form.

Option 1 – Publicly Traded Entities

* 1. Complete Step 2, Option A for each qualifying individual or entity holding any ownership or distributive income share in excess of 5% or an amount greater than 60% ($106,447.20) of the annual salary of the Governor.

OR

* 1. Attach a copy of the Federal 10‐K or provide a web address of an electronic copy of the Federal 10‐K, and skip to Step 3.

Option 2 – Privately Held Entities with more than 200 Shareholders

* 1. Complete Step 2, Option A for each qualifying individual or entity holding any ownership or distributive income share in excess of 5% or an amount greater than 60% ($106,447.20) of the annual salary of the Governor.

OR

* 1. Complete Step 2, Option A for each qualifying individual or entity holding any ownership share in excess of 5% and attach the information Federal 10‐K reporting companies are required to report under 17 CFR 229.401.

Option 3 – All other Privately Held Entities, not including Sole Proprietorships

3.A. Complete Step 2, Option A for each qualifying individual or entity holding any ownership or distributive income share in excess of 5% or an amount greater than 60% ($106,447.20) of the annual salary of the Governor.

Option 4 – Foreign Entities

* 1. Complete Step 2, Option A for each qualifying individual or entity holding any ownership or distributive income share in excess of 5% or an amount greater than 60% ($106,447.20) of the annual salary of the Governor.

OR

* 1. Attach a copy of the Securities Exchange Commission Form 20‐F or 40‐F and skip to Step 3.

Option 5 – Not‐for‐Profit Entities Complete Step 2, Option B.

Option 6 – Sole Proprietorships

Skip to Step 3.

#### STEP 2

**DISCLOSURE OF FINANCIAL INTEREST OR BOARD OF DIRECTORS**

(All vendors, except sole proprietorships, must complete regardless of annual bid, offer, or contract value) (Subcontractors with subcontract annual value of more than $50,000 must complete)

Complete **either** Option A (for all entities other than not‐for‐profits) or Option B (for not‐for‐profits). Additional rows may be inserted into the tables or an attachment may be provided if needed.

#### OPTION A – Ownership Share and Distributive Income

**Ownership Share –** If you selected Option 1.A., 2.A., 2.B., 3.A., or 4.A. in Step 1, provide the name and address of each individual or entity and their percentage of ownership if said percentage exceeds 5%, or the dollar value of their ownership if said dollar value exceeds $106,447.20.

Check here if including an attachment with requested information in a format substantially similar to the format below.

|  |  |  |  |
| --- | --- | --- | --- |
| **TABLE – X** | | | |
| **Name** | **Address** | **Percentage of Ownership** | **$ Value of Ownership** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Distributive Income –** If you selected Option 1.A., 2.A., 3.A., or 4.A. in Step 1, provide the name and address of each individual or entity and their percentage of the disclosing vendor’s total distributive income if said percentage exceeds 5% of the total distributive income of the disclosing entity, or the dollar value of their distributive income if said dollar value exceeds $106,447.20.

Check here if including an attachment with requested information in a format substantially similar to the format below.

|  |  |  |  |
| --- | --- | --- | --- |
| **TABLE – Y** | | | |
| **Name** | **Address** | **% of Distributive Income** | **$ Value of Distributive Income** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Please certify that the following statements are true.

I have disclosed all individuals or entities that hold an ownership interest of greater than 5% or greater than $106,447.20.

Yes No

I have disclosed all individuals or entities that were entitled to receive distributive income in an amount greater than

$106,447.20 or greater than 5% of the total distributive income of the disclosing entity. Yes No

#### OPTION B – Disclosure of Board of Directors (Not‐for‐Profits)

If you selected Option 5 in Step 1, list members of your board of directors. Please include an attachment if necessary.

|  |  |
| --- | --- |
| **TABLE – Z** | |
| **Name** | **Address** |
|  |  |
|  |  |
|  |  |
|  |  |

No. Is your company represented by or do you employ a lobbyist required to register under the Lobbyist Registration Act (lobbyist must be registered pursuant to the Act with the Secretary of State) or other agent who is not identified through Step 2, Option A above and who has communicated, is communicating, or may communicate with any State/Public University officer or employee concerning this solicitation? If yes, please identify each lobbyist and agent, including the name and address below.

|  |  |  |  |
| --- | --- | --- | --- |
| **STEP 3**  **DISCLOSURE OF LOBBYIST OR AGENT**  (Complete only if bid, offer, or contract has an annual value over $50,000) (Subcontractors with subcontract annual value of more than $50,000 must complete) | | | |
|  | Yes |  |  |

If you have a lobbyist that does not meet the criteria, then you do not have to disclose the lobbyist’s information.

|  |  |  |
| --- | --- | --- |
| **Name** | **Address** | **Relationship to Disclosing Entity** |
|  |  |  |

Describe all costs/fees/compensation/reimbursements related to the assistance provided by each representative lobbyist or other agent to obtain this Agency/University contract:

#### STEP 4

**PROHIBITED CONFLICTS OF INTEREST**

(All vendors complete regardless of annual bid, offer or contract value) (Subcontractors with subcontract annual value of more than $50,000 must complete)

Step 4 must be completed for each person disclosed in Step 2, Option A and for sole proprietors identified in Step 1, Option 6 above. Please provide the name of the person for which responses are provided:

* + 1. Do you hold or are you the spouse or minor child who holds an elective office in the State of Illinois or hold a seat in the General Assembly?

Yes No

* + 1. Have you, your spouse, or minor child been appointed to or employed in any offices or agencies of State government and receive compensation for such employment in excess of 60% ($106,447.20) of the salary of the Governor?

Yes No

* + 1. Are you or are you the spouse or minor child of an officer or employee of the Capital Development Board or the Illinois Toll Highway Authority?

Yes No

* + 1. Have you, your spouse, or an immediate family member who lives in your residence currently or who lived in your residence within the last 12 months been appointed as a member of a board, commission, authority, or task force authorized or created by State law or by executive order of the Governor?

Yes No

* + 1. If you answered yes to any question in 1‐4 above, please answer the following: Do you, your spouse, or minor child receive from the vendor more than 7.5% of the vendor’s total distributable income or an amount of distributable income in excess of the salary of the Governor ($177,412.00)?

Yes No

* + 1. If you answered yes to any question in 1‐4 above, please answer the following: Is there a combined interest of self with spouse or minor child more than 15% in the aggregate of the vendor’s distributable income or an amount of distributable income in excess of two times the salary of the Governor ($354,824.00)?

Yes No

#### STEP 5

**POTENTIAL CONFLICTS OF INTEREST RELATING TO PERSONAL RELATIONSHIPS**

(Complete only if bid, offer, or contract has an annual value over $50,000) (Subcontractors with subcontract annual value of more than $50,000 must complete)

Step 5 must be completed for each person disclosed in Step 2, Option A and for sole proprietors identified in Step 1, Option 6 above.

Please provide the name of the person for which responses are provided:

1. Do you currently have, or in the previous 3 years have you had State employment, including contractual employment of services?

Yes No

1. Has your spouse, father, mother, son, or daughter, had State employment, including contractual employment for services, in the previous 2 years?

Yes No

1. Do you hold currently or have you held in the previous 3 years elective office of the State of Illinois, the government of the United States, or any unit of local government authorized by the Constitution of the State of Illinois or the statutes of the State of Illinois?

Yes No

1. Do you have a relationship to anyone (spouse, father, mother, son, or daughter) holding elective office currently or in the previous 2 years?

Yes No

1. Do you hold or have you held in the previous 3 years any appointive government office of the State of Illinois, the United States of America, or any unit of local government authorized by the Constitution of the State of Illinois or the statutes of the State of Illinois, which office entitles the holder to compensation in excess of expenses incurred in the discharge of that office?

Yes No

1. Do you have a relationship to anyone (spouse, father, mother, son, or daughter) holding appointive office currently or in the previous 2 years?

Yes No

1. Do you currently have or in the previous 3 years had employment as or by any registered lobbyist of the State government?

Yes No

1. Do you currently have or in the previous 2 years had a relationship to anyone (spouse, father, mother, son, or daughter) that is or was a registered lobbyist?

Yes No

1. Do you currently have or in the previous 3 years had compensated employment by any registered election or re‐election committee registered with the Secretary of State or any county clerk in the State of Illinois, or any political action committee registered with either the Secretary of State or the Federal Board of Elections?

Yes No

1. Do you currently have or in the previous 2 years had a relationship to anyone (spouse, father, mother, son, or daughter) who is or was a compensated employee of any registered election or reelection committee registered with the Secretary of State or any county clerk in the State of Illinois, or any political action committee registered with either the Secretary of State or the Federal Board of Elections?

Yes No

#### STEP 6

**EXPLANATION OF AFFIRMATIVE RESPONSES**

(All vendors complete regardless of annual bid, offer or contract value) (Subcontractors with subcontract annual value of more than $50,000 must complete)

If you answered “Yes” in Step 4 or Step 5, please provide on an additional page a detailed explanation that includes, but is not limited to the name, salary, State agency or university, and position title of each individual.

#### STEP 7

**POTENTIAL CONFLICTS OF INTEREST RELATING TO DEBARMENT & LEGAL PROCEEDINGS**

(Complete only if bid, offer, or contract has an annual value over $50,000) (Subcontractors with subcontract annual value of more than $50,000 must complete)

This step must be completed for each person disclosed in Step 2, Option A, Step 3, and for each entity and sole proprietor disclosed in Step 1.

Please provide the name of the person or entity for which responses are provided:

|  |  |  |
| --- | --- | --- |
| 1. Within the previous ten years, have you had debarment from contracting with any governmental  entity? | Yes | No |
| 2. Within the previous ten years, have you had any professional licensure discipline? | Yes | No |
| 3. Within the previous ten years, have you had any bankruptcies? | Yes | No |
| 4. Within the previous ten years, have you had any adverse civil judgments and administrative findings? | Yes | No |
| 5. Within the previous ten years, have you had any criminal felony convictions? | Yes | No |

If you answered “Yes”, please provide a detailed explanation that includes, but is not limited to the name, State agency or university, and position title of each individual.

#### STEP 8

**DISCLOSURE OF CURRENT AND PENDING CONTRACTS**

(Complete only if bid, offer, or contract has an annual value over $50,000) (Subcontractors with subcontract annual value of more than $50,000 must complete)

If you selected Option 1, 2, 3, 4, or 6 in Step 1, do you have any contracts, pending contracts, bids, proposals, subcontracts, leases or other ongoing procurement relationships with units of State of Illinois government? Yes No.

If “Yes”, please specify below. Attach an additional page in the same format as provided below, if desired.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Agency/University** | **Project Title** | **Status** | **Value** | **Contract Reference/P.O./Illinois Procurement Bulletin**  **#** |
|  |  |  |  |  |

Please explain the procurement relationship:

#### STEP 9

**SIGN THE DISCLOSURE**

(All vendors complete regardless of annual bid, offer or contract value) (Subcontractors with subcontract annual value of more than $50,000 must complete)

This disclosure is signed, and made under penalty of perjury for all for‐profit entities, by an authorized officer or employee on behalf of the bidder or offeror pursuant to Sections 50‐13 and 50‐35 of the Illinois Procurement Code. This disclosure information is submitted on behalf of:

Name of Disclosing Entity:

Signature: Date:

Printed Name: Title: Phone Number: Email Address:

## Attachment DD – Form B

### (Certifications and Disclosure for Respondents Registered with the Illinois Procurement Gateway (IPG)

**Form B** may be used when responding to an Invitation for Bid (IFB) or a Request for Proposal (RFP) if the vendor **is registered** in the Illinois Procurement Gateway (IPG) and **does have** a valid unexpired IPG Registration Number.

If the vendor **is not** registered in the Illinois Procurement Gateway (IPG) and **does not have** a current IPG Registration Number with an unexpired date, the vendor must complete and submit the information requested on **Form A** with their response.

To verify registration, go to the Illinois Procurement Gateway and search the Registered Vendor Directory. If you do not find your company name, you will need to complete and submit your Illinois Vendor Registration. You must submit with your solicitation response the information requested on Form A until you receive an approval with your registration number and expiration date.

**Failure to provide the applicable Form A or B may render the submission non‐responsive and result in disqualification.**

Please read this entire section and provide the requested information as applicable. All parts in Form B must be completed in full and submitted along with the vendor’s response.

1. **Certification of Illinois Procurement Gateway Registration**

My business has registered in the Illinois Procurement Gateway (IPG). The State of Illinois Chief Procurement Office approved the registration and provided the IPG registration number and expiration date disclosed below.

**IPG Registration #:** **IPG Expiration Date:**

1. **Certification Timely to this Solicitation**

Vendor certifies it is not barred from having a contract with the State based upon violating the prohibitions related to either submitting/writing specifications or providing assistance to an employee of the State of Illinois by reviewing, drafting, directing, or preparing any invitation for bids, a request for proposal, or request of information, or similar assistance (except as part of a public request for such information). 30 ILCS 500/50‐10.5(e), amended by Pub. Act No. 97‐0895 (August 3, 2012). Yes No

1. **Disclosure of Lobbyist or Agent** (Complete only if bid, offer, or contract has an annual value over $50,000)

Is your company or parent entity(ies) represented by or do you or your parent entity(ies) employ a lobbyist required to register under the Lobbyist Registration Act (lobbyist must be registered pursuant to the Act with the Secretary of State) or an agent who has communicated, is communicating, or may communicate with any State/Public University officer or employee concerning this solicitation? Yes No If yes, please identify each lobbyist and agent, including the name and address below. If you have a lobbyist that does not meet the criteria, then you do not have to disclose the lobbyist’s information.

|  |  |  |
| --- | --- | --- |
| **Name** | **Address** | **Relationship to Disclosing Entity** |
|  |  |  |
|  |  |  |

Describe all costs/fees/compensation/reimbursements related to the assistance provided by each representative lobbyist or other agent to obtain this Agency/University contract:

1. **Disclosure of Current and Pending Contracts**

Complete only if: (a) your business is for‐profit and (b) the bid, offer, or contract has an annual value over

$50,000. Do not complete if you are a not‐for‐profit entity.

Yes No. Do you have any contracts, pending contracts, bids, proposals, subcontracts, leases or other ongoing procurement relationships with units of State of Illinois government?

If “Yes”, please specify below. Attach an additional page in the same format as provided below, if desired.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Agency/University** | **Project Title** | **Status** | **Value** | **Contract Reference/P.O./Illinois Procurement Bulletin #** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

1. **Signature**

As of the date signed below, I certify that:

* + My business’ information and the certifications made in the Illinois Procurement Gateway are truthful, current and accurate.
  + The certifications and disclosures made in this Form B are truthful and accurate.

This Form B is signed by an authorized officer or employee on behalf of the bidder, offeror, vendor, or vendor pursuant to Sections 50‐13 and 50‐35 of the Illinois Procurement Code, and the affirmation of the accuracy of the financial disclosures is made under penalty of perjury.

This information is submitted on behalf of:

Vendor Name: Phone:

Street Address: Email:

City, State Zip: Vendor Contact:

Signature: Date:

Printed Name: Title:

### Attachment EE – Subcontractor Information

1. Will subcontractors be utilized? Yes No
2. Please identify below the names and addresses of all subcontractors that will be utilized in the performance of this Contract with an annual value of $50,000 or more, together with a description of the work to be performed by the subcontractor and the anticipated amount of money to the extent the information is known that each subcontractor is expected to receive pursuant to the Contract.

Subcontractor Name:

Business Enterprise Program (BEP) Certification # (if applicable): Anticipated/Estimated Amount to Be Paid:

Address:

Description of work:

Subcontractor Name:

Business Enterprise Program (BEP) Certification # (if applicable): Anticipated/Estimated Amount to Be Paid:

Address:

Description of Work:

1. All subcontracts with an annual value of $50,000 or more must include the Standard Certifications and the Disclosures and Conflicts of Interest, completed and signed by the subcontractor.

### Attachment FF – Vendor Exceptions and Confidential Information

Any exceptions and confidential information must be noted on this page and provided as part of the resulting contract. The University discourages taking exceptions. State law shall not be circumvented by the exception process. Exceptions may result in rejection of Vendor’s Offer.

Vendor agrees with the terms and conditions set forth in the Request for Proposal, including the standard terms and conditions, University supplemental provisions, certifications, and disclosures, with the following exceptions:

|  |  |
| --- | --- |
|  |  |
|  | **EXCEPTIONS TO STANDARD TERMS AND CONDITIONS** |
| Page # / Section / Subsection # | State the exception such as “add,” “replace,” and/or “delete.” |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

|  |  |
| --- | --- |
|  | **CONFIDENTIAL INFORMATION – Include a redacted copy of the proposal.** |
| Page # / Section / Subsection # | State the information being claimed as confidential and the statutory basis for each claim. Include supporting information. |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

### Attachment GG ‐ References

If requested, provide references, according to the instructions below, from established firms or government agencies other than the procuring University that can attest to Vendor’s experience and ability to perform the contract that is the subject of this solicitation. If requested, references will be contacted.

References are requested.

Type of References: *<type of references required>*

Number of Each Reference Type: *<# of each type of reference required>*

1. University/ Government/Firm (name):

Contact Person (name, email address, address, and phone): Date of Supplies/Services Provided:

Type of Supplies/Services Provided:

1. University/ Government/Firm (name):

Contact Person (name, email address, address, and phone): Date of Supplies/Services Provided:

Type of Supplies/Services Provided:

2. University/ Government/Firm (name):

Contact Person (name, email address, address, and phone): Date of Supplies/Services Provided:

Type of Supplies/Services Provided:

4. University/ Government/Firm (name):

Contact Person (name, email address, address, and phone): Date of Supplies/Services Provided:

Type of Supplies/Services Provided:

RFP 1DGS1501 71

Attachment GG– References V.14.1

### Appendix I –Cooperative Contracting

**Illinois Public Higher Education Cooperative (IPHEC)**

The University of Illinois is a member of the Illinois Public Higher Education Consortium (IPHEC). IPHEC is comprised of nine (9) public institutions of higher education in the State of Illinois. The University of Illinois is issuing this solicitation to meet its own needs and the award will be based on the University’s needs as the procuring university. The other eight participants may be interested in participating in this award on an optional basis. The University would like the pricing proposed by Respondent extended to IPHEC Member Institutions. Respondent’s ability to extend their offer will not be evaluated or considered in the University of Illinois’ award.

1. In the event that Respondent agrees to extend this offer to IPHEC Member Institutions the following conditions will be applicable:
   1. Each Member Institution choosing to participate in this contract award will administer its own program directly with the Awarded Respondent.
   2. The decision whether or not to participate will be up to each individual Member Institution.
   3. If the awarded Respondent agrees to extend its pricing to the members, a copy of the successful offer will be provided to the Member Institutions that choose to participate who will use it as a basis for contracting with the Awarded Respondent.
   4. Any contracts and/or purchase orders your firm receives from the Member Institution(s) will be administered by the Member Institutions(s).
   5. The University is unable to provide spend estimates for IPHEC Member Institutions. Member Institution participation is OPTIONAL.
2. Would the Respondent be willing to extend the terms and conditions of this agreement to IPHEC Member Institutions?

Yes No Yes, but with the exceptions identified in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Select One** | | |
| **IPHEC Member:** | **Yes, we Extend this offer to this Participant** | **No, we do not extend this offer to this Participant** | **Yes, with this offer to this Participant with the following conditions** |
| Chicago State University Chicago, IL 60628-1598 |  |  |  |
| Eastern Illinois University Charleston, IL 61920-3099 |  |  |  |
| Governors State University University Park, IL 60466 |  |  |  |
| Illinois State University Normal, IL 61790-1220 |  |  |  |
| Northeastern Illinois University  Chicago, IL 60625-4699 |  |  |  |
| Northern Illinois University DeKalb, IL 60114-2870 |  |  |  |
| Southern Illinois University Carbondale, IL 62901-6813 |  |  |  |
| Southern Illinois University Edwardsville, IL 62026-1012 |  |  |  |
| Southern Illinois University Springfield, IL 62794-9605 |  |  |  |
| Western Illinois University Macomb, IL 61455-1390 |  |  |  |

1. Considering the increase of spend under an award that is utilized by IPHEC Member Institutions, identify how Respondent proposes to either (1) lower cost, or (2) increase revenue share for the University of Illinois and/or participating IPHEC Member Institutions with their use of this award.

## Illinois Community Colleges

The University would also like to be able to extend this offer to Illinois Community Colleges. The University of Illinois is issuing this solicitation to meet its own needs and the award will be based on the University’s needs as the procuring university. Illinois Community Colleges may be interested in participating in this contract on an optional basis. To that end we would like the pricing proposed by Respondent extended to Illinois Community Colleges. Respondent’s ability to extend their offer will not be evaluated or considered in the University of Illinois’ award.

1. In the event that Respondent agrees to extend this offer to Illinois Community Colleges the following conditions will be applicable:
   1. Each college choosing to participate in this contract award will administer its own procurements directly with the Awarded Respondent.
   2. The decision whether or not to participate will be up to each individual college.
   3. If the Awarded Respondent agrees to extend its pricing to the members, a copy of the successful offer will be provided to each of the business offices and those colleges that choose to participate will use it as a basis for contracting with the Awarded Respondent.
   4. Any contracts and/or purchase orders your firm receives from these colleges will be administered by the individual college.
   5. The University of Illinois is unable to provide spend estimates for Illinois Community Colleges. Illinois Community College participation is OPTIONAL.
2. Would the Respondent be willing to extend the terms and conditions of this agreement to Illinois Community

Colleges? Yes No Yes, but with the following exceptions:

1. A list of Illinois Community Colleges is provided below and may be updated or modified throughout the term of the award:

|  |  |  |
| --- | --- | --- |
| District | Name | Address |
|  501 | Kaskaskia | 27210 College Road, Centralia, IL 62801 |
|  502 | DuPage | 425 22nd Street, Glen Ellyn, IL 60137 |
|  503 | Black Hawk | 6600 34th Avenue, Moline, IL 61265 |
|  504 | Triton | 2000 Fifth Avenue, River Grove, IL 60171 |
|  505 | Parkland | 2400 W. Bradley Avenue, Champaign, IL 61821 |
|  506 | Sauk Valley | 173 Illinois Route 2, Dixon, IL 61021 |
|  507 | Danville | 2000 East Main Street, Danville, IL 61832 |
|  508 | Chicago (Main) | 226 W. Jackson Blvd., Chicago, IL 60606 |
|  508 | Harold Washington | 30 E. Lake Street, Chicago, IL 60601 |
|  508 | Harry S. Truman | 1145 W. Wilson Ave., Chicago, IL 60640 |
|  508 | Kennedy‐King | 6301 S. Halsted St., Chicago, IL 60621 |
|  508 | Malcolm X | 1900 W. Van Buren St., Chicago, IL 60612 |
|  508 | Olive‐Harvey | 10001 S. Woodlawn Ave., Chicago, IL 60628 |
|  508 | Richard J. Daley | 7500 S. Pulaski Rd., Chicago, IL 60652 |
|  508 | Wilbur Wright | 4300 N. Narragansette Ave., Chicago, IL 60634 |
|  509 | Elgin | 1700 Spartan Drive, Elgin, IL 60123 |
|  510 | South Suburban | 15800 S. State Street, South Holland, IL 60473 |
|  511 | Rock Valley | 3301 North Mulford Road, Rockford, IL 61114 |
|  512 | Harper | 1200 West Algonquin Road, Palatine, IL 60067 |

|  |  |  |
| --- | --- | --- |
| District | Name | Address |
|  513 | Illinois Valley | 815 North Orlando Smith Avenue, IL 61348 |
|  514 | Illinois Central | One College Drive, East Peoria, IL 61635 |
|  515 | Prairie State | 202 South Halsted Street, Chicago Heights, IL 60411 |
|  516 | Waubonsee | Route 47 at Harter Road, Sugar Grove, IL 60554 |
|  517 | Lake Land | 5001 Lake Land Blvd., Mattoon, IL 61938 |
|  518 | Carl Sandburg | 2400 Tom L. Wilson Blvd., Galesburg, IL 61401 |
|  519 | Highland | 2998 W. Pearl City Rd., Freeport, IL 61032 |
|  520 | Kankakee | P.O. Box 888, River Road, Kankakee, IL 60901 |
|  521 | Rend Lake | 468 N. Ken Gray Parkway, Ina, IL 62846 |
|  522 | Southwestern | 2500 Carlyle Avenue, Belleville, IL 62221 |
|  523 | Kishwaukee | 21193 Malta Road, Malta, IL 60150‐9699 |
|  524 | Moraine Valley | 10900 South 88th Avenue, Palos Hills, IL 60465 |
|  525 | Joliet | 1215 Houbolt Road, Joliet, IL 60431 |
|  526 | Lincoln Land | 5250 Shepherd Road, Springfield, IL 62794‐9256 |
|  527 | Morton | 3801 S. Central Avenue, Cicero, IL 60804 |
|  528 | McHenry | 8900 U.S. Highway 14, Crystal Lake, IL 60012 |
|  529 | Illinois Eastern (Main) | 233 E. Chestnut Street, Olney, IL 62450 |
|  529 | Frontier | 2 Frontier Dr., Fairfield, IL 62837 |
|  529 | Lincoln Trail | 11220 State Highway 1, Robinson, IL 62454 |
|  529 | Olney Central | 305 NW Street, Olney, IL 62450 |
|  529 | Wabash Valley | 2200 College Dr., Mt. Carmel, IL 62863 |
|  530 | John A. Logan | 700 Logan College Road, Carterville, IL 62918 |
|  531 | Shawnee | 8364 Shawnee College Road, Ullin, IL 62992 |
|  532 | Lake County | 19351 W. Washington Street, Grayslake, IL 60030 |
|  533 | Southeastern | 3575 College Road, Harrisburg, IL 62946 |
|  534 | Spoon River | 23235 North County Road 22, Canton, IL 61520 |
|  535 | Oakton | 1600 E. Golf Road, Des Plaines, IL 60016 |
|  536 | Lewis & Clark | 5800 Godfrey Road, Godfrey, IL 62035 |
|  537 | Richland | One College Park, Decatur, IL 62521 |
|  539 | John Wood | 150 South 48th Street, Quincy, IL 62301 |
|  540 | Heartland | 1500 W. Raab Road, Normal, IL 61761 |

1. Considering the increase of spend under an award that is utilized by Illinois Community Colleges, identify how Respondent proposes to either (1) lower cost, or (2) increase revenue share for the University of Illinois and/or participating Community Colleges with their use of this award.

### Appendix II – Utilization Plan

The State of Illinois Business Enterprise Program Act for Minorities, Females and Persons with Disabilities (BEP) (30 ILCS 575) establishes a goal for contracting with businesses that have been certified as owned and controlled by persons who are minority, female or who have disabilities.

**Contract Goal to be achieved by the Vendor:** This contract includes a specific Business Enterprise Program (BEP) utilization goal of **22%** based on the availability of certified vendors to perform the anticipated direct subcontracting opportunities of this contract. In addition to the other award criteria established for this contract, the University will award this contract to a Vendor that meets the goal or makes good faith efforts to meet the goal. This goal is also applicable to change orders and allowances within the scope of work provided by the certified vendor.

Following are guidelines for the Vendor’s response in the Utilization Plan. A format for the utilization plan is included in this section. Vendor should include any additional information that will add clarity to the Vendor’s proposed utilization of certified vendors to meet the targeted goal. The Utilization Plan must demonstrate that the Vendor has either met the contract goal or that it has made good faith efforts to do so.

At the time of proposal submission, the Certified Vendor may not yet be certified with CMS Business Enterprise Program; **however, the Certified Vendor must meet the eligibility requirements and be fully certified in the BEP Program before contract award.**

Visit <http://www.illinois.gov/cms/business/sell2/bep/Pages/default.aspx>for complete requirements and to apply for certification in the Business Enterprise Program.

If applicable, the Plan should include an executed joint venture agreement specifying the terms and conditions of the relationship between the partners and their relationship and responsibilities to the contract. The joint venture agreement must clearly evidence that the certified vendor will be responsible for a clearly defined portion of the work and that its responsibilities, risks, profits and contributions of capital and personnel are proportionate to its ownership percentage. It must include specific details related to the parties’ contributions of capital, personnel and equipment and share of the costs of insurance and other items; the scopes to be performed by the certified vendor’s own forces and under its supervision; and the commitment of management, supervisory personnel and operative personnel employed by the certified vendor to be dedicated to the performance of the contract. Each joint venture partner must execute the proposal to the University of Illinois.

An agreement between a vendor and a certified vendor in which the certified vendor promises not to provide subcontracting quotations to other vendors is prohibited. The University may request additional information to demonstrate compliance. The Vendor agrees to cooperate promptly with the designated University representative in submitting to interviews, allowing entry to places of business, providing further documentation, or soliciting the cooperation of a proposed certified vendor. Failure to cooperate may render the proposal non‐responsive. A proposed contract will not be finally awarded until the Vendor’s Utilization Plan is approved.

**Certified Vendor Locator References:** Vendors may consult the BEP Certified Vendor Directory at [http://www.illinois.gov/cms/business/sell2/Pages/VendorSearch.aspx,](http://www.illinois.gov/cms/business/sell2/Pages/VendorSearch.aspx) as well as the directories of other certifying agencies but subcontracting vendors must be certified as BEP vendors before the time of contract award.

**Vendor Assurance:** The Vendor shall not discriminate on the basis of race, color, national origin, sexual orientation or sex in the performance of this contract. Failure by the Vendor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy, as the University deems appropriate. This assurance must be included in each subcontract that the Vendor signs with a subcontractor or supplier.

**Calculating Certified Vendor Participation:** The Utilization Plan documents work anticipated to be performed by all certified vendors and paid for upon satisfactory completion. Only the value of payments made for the work actually performed by certified BEP vendors is counted toward the contract goal. Counting guidelines are summarized below:

* 1. The value of the work actually performed by the certified vendor’s forces shall be counted towards the goal. The entire amount of that portion of the contract that is performed by the certified vendor’s forces, including supplies purchased or equipment leased by the BEP vendor shall be counted, except supplies purchased and equipment rented from the Vendor.
  2. A joint venture shall count the portion of the total dollar value of the contract equal to the distinct, clearly defined portion of the work of the contract that the certified vendor performs with its forces toward the goal. A joint venture shall

also count the dollar value of work subcontracted to other certified vendors. Work performed by the forces of a non‐ certified joint venture partner shall not be counted toward the goal.

* 1. When a certified vendor subcontracts part of the work of its contract to another firm, the value of the subcontracted work shall be counted toward the contract goal only if the certified vendor’s subcontractor is a certified vendor. Work that a certified vendor subcontracts to a non‐certified vendor will not count towards the goal.
  2. A Vendor shall count towards the goal 100% of its expenditures for materials and supplies required under the contract and obtained from a certified vendor manufacturer, regular dealer or supplier.
  3. A Vendor shall count towards the goal the following expenditures to certified vendors that are not manufacturers, regular dealers or suppliers:
     1. The fees or commissions charged for providing a bona fide service, such as professional, technical, consultant or managerial services and assistance in the procurement of essential personnel, facilities, equipment, materials or supplies required for performance of the contract, provided that the fee or commission is determined by the University to be reasonable and not excessive as compared with fees customarily allowed for similar services.
     2. The fees charged for delivery of materials and supplies required by the contract (but not the cost of the materials and supplies themselves) when the hauler, trucker, or delivery service is not also the manufacturer of or a regular dealer in the materials and supplies, provided that the fee is determined by the University to be reasonable and not excessive as compared with fees customarily allowed for similar services. The certified vendor trucking firm must be responsible for the management and supervision of the entire trucking operation for which it is responsible on the contract, and must itself own and operate at least one fully licensed, insured and operational truck used on the contract.
     3. The fees or commissions charged for providing any bonds or insurance specifically required for the performance of the contract, provided that the fee or commission is determined by the University to be reasonable and not excessive as compared with fees customarily allowed for similar services.
  4. A Vendor shall count towards the goal only expenditures to firms that perform a commercially useful function in the work of the contract.
     1. A firm is considered to perform a commercially useful function when it is responsible for execution of a distinct element of the work of a contract and carries out its responsibilities by actually performing, managing, and supervising the work involved. The certified vendor must also be responsible, with respect to materials or supplies used on the contract, for negotiating price, determining quality and quantity, ordering the materials or supplies, and installing the materials (where applicable) and paying for the material or supplies. To determine whether a firm is performing a commercially useful function, the University shall evaluate the amount of work subcontracted, whether the amount the firm is to be paid under the contract is commensurate with the work it is actually performing and the credit claimed for its performance of the work, industry practices, and other relevant factors.
     2. A certified vendor does not perform a commercially useful function if its role is limited to that of an extra participant in a transaction or contract through which funds are passed in order to obtain certified vendor participation. In determining whether a certified vendor is such an extra participant, the University shall examine similar transactions, particularly those in which certified vendors do not participate, and industry practices.
  5. A Vendor shall not count towards the goal expenditures that are not direct, necessary and proximately related to the work of the contract. Only the amount of services or goods that are directly attributable to the performance of the contract shall be counted. Ineligible expenditures include general office overhead or other Vendor support activities.

**Good Faith Effort Procedures:** If the Vendor cannot meet the goal, the Vendor must document in the Utilization Plan its good faith efforts that could reasonably have been expected to meet the goal. The University will consider the quality, quantity, and intensity of the Vendor’s efforts.

1. The following is a list of types of action that the University will consider as evidence of the Vendor's good faith efforts to meet the goal. Other factors or efforts brought to the attention of the University may be relevant in appropriate cases.
   1. Soliciting through all reasonable and available means (e.g., attendance at pre‐bid meetings, advertising and/or written notices) the interest of all certified vendors that have the capability to perform the work of the contract. The Vendor must solicit this interest within sufficient time to allow the certified vendors to respond to the solicitation. The Vendor must determine with certainty if the certified vendors are interested by taking appropriate steps to follow up initial solicitations and encourage them to bid. The Vendor must provide interested certified vendors with adequate information about the plans, specifications, and requirements of the contract in a timely manner to assist them in responding promptly to the solicitation.
   2. Selecting portions of the work to be performed by certified vendors in order to increase the likelihood that the goal will be achieved. This includes, where appropriate, breaking out contract work items into economically

feasible units to facilitate certified vendor participation, even when the Vendor might otherwise prefer to perform these work items with its own forces.

* 1. Making a portion of the work available to certified vendors and selecting those portions of the work or material needs consistent with their availability, so as to facilitate certified vendor participation.
  2. Negotiating in good faith with interested certified vendors. Evidence of such negotiation includes the names, addresses, and telephone numbers of certified vendors that were considered; a description of the information provided regarding the plans and specifications for the work selected for subcontracting and evidence as to why additional agreements could not be reached for certified vendors to perform the work. A Vendor using good business judgment will consider a number of factors in negotiating with certified vendors and will take a firm’s price and capabilities into consideration. The fact that there may be some additional costs involved in finding and using certified vendors is not in itself sufficient reason for a Vendor’s failure to meet the goal, as long as such costs are reasonable. Vendors are not required to accept higher quotes from certified vendors if the price difference is excessive or unreasonable.
  3. Thoroughly investigating the capabilities of certified vendors and not rejecting them as unqualified without sound reasons. The certified vendor’s memberships in specific groups, organizations, or associations and political or social affiliations are not legitimate causes for the rejection or non‐solicitation of bids in the Vendor’s efforts to meet the goal.
  4. Making efforts to assist interested certified vendors in obtaining lines of credit or insurance as required by the University, the Vendor or to perform the scope of work.
  5. Making efforts to assist interested certified vendors in obtaining necessary equipment, supplies, materials, or related assistance or services.
  6. Effectively using the services of available minority/women community organizations;

minority/women vendors’ groups; local, state, and federal minority/women business assistance offices; and other organizations that provide assistance in the recruitment and placement of certified vendors.

1. In evaluating the Vendor’s good faith efforts, the good faith efforts of other vendors to meet the goal on this solicitation or similar contracts may be considered.
2. If the University determines that the Vendor has made good faith efforts to meet the goal, we will award the contract, provided that the Vendor is otherwise eligible for award. If the University determines that the Vendor has not made good faith efforts, we will notify the Vendor of that preliminary determination. The preliminary determination shall include a statement of reasons why good faith efforts have not been found, and may include additional good faith efforts that the Vendor could take. The Vendor shall have 5 business days to make the suggested good faith efforts and any other additional good faith efforts to meet the goal. The Vendor shall submit an amended Utilization Plan if additional certified vendor commitments to meet the goal are secured. If additional certified vendor commitments sufficient to meet the goal are not secured, the Vendor shall report the final good faith efforts made in the time allotted. All additional efforts taken by the Vendor will be considered. If the University determines that good faith efforts have not been made, it will notify the Vendor in writing of the reasons for its determination within 5 business days of receipt of the final Utilization Plan.

**Contract Compliance**: Compliance with this section is an essential part of the contract. The following administrative procedures and remedies govern the Vendor’s compliance with the contractual obligations established by the Utilization Plan. After approval of the Plan and award of the contract, the Utilization Plan becomes part of the contract. If the Vendor did not succeed in obtaining enough certified vendor participation to achieve the goal, and the Utilization Plan was approved and contract awarded based upon a determination of good faith, the total dollar value of certified vendor work calculated in the approved Utilization Plan as a percentage of the awarded contract value shall become the contract goal.

1. The Utilization Plan may not be amended without the University of Illinois’ prior written approval.
2. The Vendor may not make changes to its contractual BEP certified vendor commitments or substitute BEP certified vendors without the prior written approval of the University. Unauthorized changes or substitutions, including performing the work designated for a certified vendor with the Vendor’s own forces, shall be a violation of the utilization plan and a breach of the contract, and shall be cause to terminate the contract, and/or seek other contract remedies or sanctions. The facts supporting the request for changes must not have been known nor reasonably should have been known by the parties prior to entering into the subcontract. The Vendor must negotiate with the certified vendor to resolve the problem. Where there has been a mistake or disagreement about the scope of work, the certified vendor can be substituted only where agreement cannot be reached for a reasonable price or schedule for the correct scope of work.
3. Substitutions of a certified vendor shall be permitted under the following circumstances:
   1. Unavailability after receipt of reasonable notice to proceed;
   2. Failure of performance;
   3. Financial incapacity;
   4. Refusal by the certified vendor to honor the bid or proposal price or scope;
   5. Material mistake of fact or law about the elements of the scope of work of a solicitation where a reasonable price cannot be agreed;
   6. Failure of the certified vendor to meet insurance, licensing or bonding requirements;
   7. The certified vendor's withdrawal of its bid or proposal; or
   8. Decertification of the certified vendor.
4. If it becomes necessary to substitute a certified vendor or otherwise change the Utilization Plan, the Vendor must notify the University in writing of the request to substitute a certified vendor or otherwise change the Utilization Plan. The request must state specific reasons for the substitution or change. We will approve or deny a request for substitution or other change in the Utilization Plan within 5 business days of receipt of the request.
5. Where the Vendor has established the basis for the substitution to the University’s satisfaction, it must make good faith efforts to meet the contract goal by substituting a certified vendor. Documentation of a replacement vendor, or of good faith efforts to replace the certified vendor, must meet the requirements of the initial Utilization Plan. If the goal cannot be reached and good faith efforts have been made, the Vendor may substitute with a non‐certified vendor.
6. If a Vendor plans to hire a subcontractor for any scope of work that was not previously disclosed in the Utilization Plan, the Vendor must obtain the approval of the University to modify the Utilization Plan and must make good faith efforts to ensure that certified vendors have a fair opportunity to bid on the new scope of work.
7. A new subcontract must be executed and submitted to the University within 5 business days of the Vendor’s receipt of our approval for the substitution or other change.
8. The Vendor shall maintain a record of all relevant data with respect to the utilization of certified vendors, including but without limitation, payroll records, invoices, canceled checks and books of account for a period of at least 5 years after the completion of the contract. Full access to these records shall be granted by the Vendor upon 48 hours written demand by the University to any duly authorized representative thereof, or to any municipal, state or federal authorities. The University shall have the right to obtain from the Vendor any additional data reasonably related or necessary to verify any representations by the Vendor. After the performance of the final item of work or delivery of material by a certified vendor and final payment to the certified vendor by the Vendor, but not later than 30 calendar days after such payment, the Vendor shall submit a statement confirming the final payment and the total payments made to the BEP vendor under the contract.
9. The University will periodically review the Vendor’s compliance with these provisions and the terms of its contract. Without limitation, the Vendor’s failure to comply with these provisions or its contractual commitments as contained in the Utilization Plan, failure to cooperate in providing information regarding its compliance with these provisions or its Utilization Plan, or provision of false or misleading information or statements concerning compliance, certification status or eligibility of certified vendors, good faith efforts or any other material fact or representation shall constitute a material breach of this contract and entitle the University to declare a default, terminate the contract, or exercise those remedies provided for in the contract or at law or in equity.
10. The University reserves the right to withhold payment to the Vendor, to enforce these provisions, and the Vendor’s contractual commitments. Final payment shall not be made on the contract until the Vendor submits sufficient documentation demonstrating compliance with its Utilization Plan.

# UTILIZATION PLAN

(*Insert Vendor Name*) submits the following Utilization Plan as part of our proposal in accordance with the requirements of the Minority, Female, Persons with Disability Status and Subcontracting section of the

solicitation for (*Insert Solicitation Reference Number)*. We understand that compliance with this section is an essential part of this contract and that the Utilization Plan will become a part of the contract, if awarded.

(*Insert Vendor Name*) makes the following assurance and agrees to include the assurance in each subcontract with a subcontractor or supplier utilized on this contract: We shall not discriminate on the basis of race, color, national origin, sexual orientation or sex in the performance of this contract. Failure to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy, as the University of Illinois deems appropriate.

Vendor’s person responsible for compliance:

Name:

Title:

Telephone: ( ) extension

Email:

We submit one (1) of the following statements:

* We are certified (or are eligible and have applied to be certified) with BEP and plan to fully meet the BEP utilization goal through self‐performance.
* We attach Section I to demonstrate our Plan fully meets the BEP utilization goal of % through subcontracting.
* We attach Section I to detail that we do not fully meet the BEP utilization goal. We also attach Section II, Demonstration of Good Faith Efforts.

# SECTION I

#### UTILIZATION OF CERTIFIED VENDORS

##### Please submit a separate Section I for each proposed certified vendor.

To achieve the BEP utilization goal through subcontracting, the following is proposed:

1. The proposed certified vendor’s company name, address and phone number:

At the time of submission, the above certified vendor is:

* Certified with the Business Enterprise Program (BEP)
* Meets the criteria and has submitted an application for certification with BEP (BEP certification must be completed before contract award)
* Certified as a disadvantaged, minority, or woman business enterprise with the following governmental agency or private organization (BEP certification must be completed before contract award):

1. A detailed description of the commercially useful work to be done by this certified vendor is as follows:
2. The total estimated cost to the University for this contract is $ .

The portion of the contract which will be subcontracted to this certified vendor is $ ,

or % of the total cost of the contract.

1. A notarized signed letter of intent between (*the Vendor*) and

(*the certified vendor*) detailing the work to be performed by the certified vendor and the agreed upon rates or prices, conforming to the Utilization Plan is included.

1. A joint venture agreement is not required, as the arrangement between and

is that of contractor/sub‐contractor and not a joint venture. or,

A joint venture agreement between and

\_ is included in lieu of the letter of intent.

1. The Vendor has not prohibited or otherwise limited (certified vendor) from providing subcontractor quotes to other potential Respondents/vendors.

We understand that University of Illinois may require additional information to verify our compliance and we agree to cooperate immediately in submitting to interviews, allowing entry to any of our office locations, providing further documentation, or soliciting the cooperation of our proposed certified vendor. We will maintain appropriate records relating to our utilization of the certified vendor including: invoices, cancelled checks, books of account, and time records.

# SECTION II

#### DEMONSTRATION OF GOOD FAITH EFFORTS TO ACHIEVE BEP SUBCONTRACTING GOAL

If the BEP subcontracting goal was not achieved, the Good Faith Efforts checklist (Section II A) and contacts log (Section II B) must be submitted with the solicitation response (or as otherwise specified by the University). **Failure to do so may render the Vendor’s solicitation response non‐responsive and cause it to be rejected, or render the Vendor ineligible for contract award, at our sole discretion**. The Vendor will promptly provide evidence in support of its Good Faith Efforts to the University upon request.

#### Section II A ‐‐Good Faith Efforts Checklist

Insert on each line below the initials of the authorized Vendor representative who is certifying on behalf of the Vendor that the Vendor has completed the activities described below. **If any of the items below were not completed, attach a detailed written explanation why each such item was not completed.** If any other efforts were made to obtain BEP participation in addition to the items listed below, attach a detailed written explanation.

* Identified portions of the project work capable of performance by available BEP vendors, including, where appropriate, breaking out contract work items into economically feasible units to facilitate BEP participation even when the Vendor could perform those scopes with its own forces.
* Solicited through reasonable and available means (e.g., written notices, advertisements) BEP vendors to perform the types of work that could be subcontracted on this project, within sufficient time to allow them to respond.
* Provided timely and adequate information about the plans, specifications and requirements of the contract. Followed up initial solicitations to answer questions and encourage BEP vendors to submit proposals or bids.
* Negotiated in good faith with interested BEP vendors that submitted proposals or bids and thoroughly investigated their capabilities.
* Made efforts to assist interested BEP vendors in obtaining bonding, lines of credit, or insurance as may be required for performance of the contract (if applicable).
* Utilized resources available to identify available certified vendors, including but not limited to BEP assistance staff; local, state and federal minority or women business assistance offices; and other organizations that provide assistance in the recruitment and placement of diverse businesses.

#### Section II B ‐‐ Good Faith Efforts Contacts Log for Soliciting BEP Sub‐consultant, Subcontractor or Supplier Participation

Use this form to document all contacts and responses (telephone, e‐mail, fax, etc.) regarding the solicitation of BEP sub‐consultants, subcontractors and suppliers. Duplicate as needed. (It is not necessary to show contacts with certified vendors with which the Vendor reached an agreement to participate on this project, as shown on Section I of this Plan.)

|  |  |  |  |
| --- | --- | --- | --- |
| Name of certified vendor firm | Date and method of contact | Scope of work solicited | Reason agreement was not reached |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Letter of Intent (LOI)

#### Between Prime Vendor and Certified Vendor

**Instructions:** The Respondent is required to submit this signed and notarized Letter of Intent from each certified vendor identified on the Utilization Plan. LOIs must be submitted with the proposal and must be notarized by both parties. Submit a separate LOI for each proposed certified vendor. The amount and scope of work indicated on each LOI shall be the actual amount indicated on the Utilization Plan submitted with the proposal and approved by the University of Illinois.

Changes to the Utilization Plan including substitution of certified vendors are permitted only after award of the contract and only with prior written approval of the University. A request for changes to the Utilization Plan must be submitted on the *Request for Change of Utilization Plan Form* for all levels of subcontracting. LOIs must be submitted for all additions of certified vendors to the Utilization Plan prior to the start of work.

Project Name Project/Solicitation Number:

Name of Prime Vendor:

Address:

Street City State Zip Code

Telephone: ( ) Fax: ( ) Email:

Name of Certified Vendor:

Address:

Street City State Zip Code

Telephone: ( ) Fax: ( ) Email:

Type of agreement: ☐ Services ☐ Supplies ☐ Both Services/Supplies Type of payment: ☐ Lump Sum ☐ Hourly Rate ☐ Unit Price

Period of Performance: Proposed Subcontract Amount $

or Proposed % of Contract

Description of work to be performed by certified vendor:

List the governmental agency or private organization with whom the certified vendor is currently certified as a disadvantaged, minority, or woman business enterprise.

The prime vendor and the certified vendor above hereby agree that upon the execution of a contract for the above‐named project between the prime vendor and the State of Illinois, the certified vendor will perform the scope of work for the price as indicated above.

**Prime Vendor** (Company Name and D/B/A): **Certified Vendor** (Company Name and D/B/A):

Signature Signature

Printed Name Printed Name

Title: Date: Title: Date:

Subscribed and sworn before me this Subscribed and sworn before me this

day of , 20 day of , 20

Notary Public Notary Public

My Commission expires: My Commission expires:

U NI VE R S I T Y O F I LLINOIS

Urbana-Champaign  Chicago  Springfield

Commercial Card Services Request for Proposal

*Solicitation Reference Number 1DGS1501*

**Addendum 1:** Request for Proposals #1DGS1501 now scheduled to open July 16, 2015 at 3:00 PM local time

The University is providing potential respondents with the following responses to questions posed in relation to solicitation # 1DGS1501 Commercial Card Services Request for Proposal (RFP). This addendum changes the offer due date/time to Thursday, July 16th at 3:00 PM Local Time. These responses may change requirements as originally published in the solicitation, so this amendment **requires Respondents to signed/returned this amendment with your technical proposal**. The questions and responses are as follows:

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

## Amendments to Solicitation Document

**Section A.4 is amended to read as follows:**

**A.4 Vendor Questions / University Responses**: All questions that pertain to this solicitation, other than those raised at any Vendor conference, must be in written form and submitted to the Solicitation Contact no later than June 29, 2015 at 5:00 PM. Questions received and University responses may be posted as an Addendum to the original solicitation on the Bulletin; only these written responses to questions shall be binding on the University. Vendors are responsible for monitoring the Bulletin for Addendums and other updates.

# Section A.6 is amended to read as follows:

* 1. **Due Date, Time and Address for Submission of Offers**: Offers will be opened at the “Submit/Deliver Offers To” address provided below on the “Offer Due Date & Time” specified below.
     1. Offer Due Date: July 16, 2015 Time: 3:00 PM
     2. Submit/Deliver Offers To: Label (outside of envelopes/containers):

University: University of Illinois –Strategic Procurement

Sealed Offer – Do Not Open

Attn: Daniel Szajna Project Title: Commercial Card Services

RFP

Address: 1817 South Neil Street, Suite 202 Reference #: 1DGS1501

City, State Zip: Champaign, Illinois 61820 July 16, 2015 at 3:00 PM

*Vendor Name Vendor Address*

# The First Paragraph of Section A.7 is amended to read as follows:

* 1. **Submission of Offers**: Offers must be submitted in three packets as shown below and clearly labeled with the Request for Proposal title, reference number, packet number, the Offeror’s name and the wording: **“Sealed Offer – Do Not Open”**.

# Section 1.4.1.1 is amended to read as follows:

***1.4.1.1 Liability:*** The University will only accept liability for allowable charges made by an authorized cardholder using the card program but shall not be liable for any unauthorized and fraudulent use. Unauthorized and fraudulent use means the use of a charge card by a person or entity, other than the cardholder, who does not have actual or implied authority for such use and from which the University receives no benefit.

When a card has been used by an authorized cardholder to make an unauthorized purchase, the University is liable for the charge.

The cardholder will be responsible for notifying the Awarded Respondent when it becomes evident that a card is lost or stolen. The liability of the University for lost or stolen cards (with the exception of the D‐Card Program identified in Section 1.4.5) shall not exceed the lesser of $50 or the amount of money, property, labor, or services obtained before notification to the Awarded Respondent.

Notification to the Awarded Respondent is given when steps have been taken, as may be reasonably required in the ordinary course of business, to provide the Awarded Respondent with the pertinent information about the loss or theft of a card, regardless of whether the Awarded Respondent does, in fact, receive the information. Notification may be given, at the option of the person giving it, by telephone or in writing. Notification in writing is considered given whether or not received at the time of receipt or at the expiration of the time ordinarily required for transmission, whichever is earlier.

# Sections 1.4.1.4; 1.4.1.4.4; and, 1.4.1.7 E are amended to read as follows:

***1.4.1.4 Delivery of Cards*:** Respondents will be required to provide cards requested under the Program, directly to the provided address for the cardholder. Any costs associated with issuing a new card, issuing a replacement card or issuing a “rush” card or replacing a “rush” card must be identified in Respondent’s Pricing Proposal (Section 2). Normal delivery of cards should be within fourteen calendar days via US Mail with return address service requested. Rush delivery, at a maximum, is considered two business days and must be made using a traceable delivery service. For initial program implementation, Respondent’s delivery of cards should include the ability to incorporate a University provided notice to the cardholder. Any cost associated with incorporating a University provided notice must be identified in Respondent’s Pricing Proposal (Section 2). ~~All deliveries must be made with a traceable delivery system.~~ University Payables Card Services must be notified of all new, renewed or replacement cards via the next available transaction data file. Respondent must also provide the University with a process to issue renewal cards upon expiration of cards. Provide the following responses to this Section:

1.4.1.4.4 Identify how the Respondent will meet the delivery of cards as requested in Section 1.4.1.4. ~~with a traceable delivery system.~~

***1.4.1.7 MANDATORY REQUIREMENTS*** – The following mandatory requirements must be met for all card programs identified within this solicitation:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement Check if Check if Comments Able to Unable to**  **Provide Provide** | | | | |
| **E** | Each card issued must be delivered to the cardholder at their office/business address provided by the University by US Postal Service with return service requested.  Traceable delivery is required for emergency  or “rush” card requests. |  |  |  |

# Section 1.5.5.21.1 is amended to read as follows:

1.5.5.21.1 To ensure that the application hosting environment has sufficient safeguards to protect the confidentiality, integrity and availability of University of Illinois information assets placed in their custody and care, respondent should provide a detailed statement of policies, practices and standards that establish the administrative, technical and physical safeguards of the respondents application hosting environment. The administrative, technical and physical safeguards must ensure that this University application meets or exceeds the requirements of all statutory and regulatory obligations of the University in addition to ensuring full compliance with the University of Illinois Information Security Policy. The University will rely upon the respondent’s representations to evaluate respondent’s ability to achieve the necessary information security objectives. ~~In evaluating respondent’s security capabilities, the University considerations will include but not be limited to the following items.~~

# Section 1.5.6.2.2 is amended to read as follows:

1.5.6.2.2 Provide a thorough and accurate Voluntary Product Accessibility Template (VPAT) for the Respondent’s proposed system ~~vendor organization~~ if available.

# Section 1.6.3.3.14 is added to the solicitation as follows:

***1.6.3.3.14 Expiring Cards***

This report provides a listing of cards that will be expiring in a set timeframe identified by the University.

# Appendix II – Utilization Plan is removed in its entirety and replaced with the document titled “1DGS1501AppendixIIUtilizationPlan.PDF” on the Bulletin notice.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

## Questions from Potential Respondents and the University’s Responses:

**Question 1:** Who can I contact to obtain recommendations on how to meet the Business Enterprise Program (BEP) goal requirement in this solicitation?

Answer: Dale Morrison may be able to assist Respondents when completing the Utilization Plan. Mr.

Morrison’s contact information is provided below: Dale J. Morrison, Esq.

Office of Procurement Diversity University of Illinois

(312) 996‐2838

[dmorrisj@uillinois.edu](mailto:dmorrisj@uillinois.edu)

**Question 2:** I have questions regarding what type of information in our proposal the University will release under the Freedom of Information Act, where can I address these questions?

Answer: Information related to the University’s release of information pursuant to the Freedom of Information Act can be obtained here:

[https://www.uillinois.edu/foia](http://www.uillinois.edu/foia)

**Question 3:** Can the University provide a copy of the solicitation document in Microsoft Word format?

Answer: The University has attached a Microsoft Word formatted version of the solicitation to the notice (1DGS1501) on the Bulletin. Respondents that utilize this document however are

hereby notified that the Adobe PDF formatted document that is attached to the notice is considered the original solicitation document and will take precedence over any discrepancies between it and the Microsoft Word formatted version. Respondents are not allowed to make changes to the standard language in the Word document. Any changes must be identified as an exception in Attachment FF.

**Question 4:** Can the University provide a breakdown of fraud for the last twelve months by program type?

Answer: The University’s current program includes fraud protection and as such, the University does not have an accurate breakdown of actual fraud, potential fraud, actual misuse or potential misuse for the various card programs.

**Question 5:** Section A.7 of the solicitation requires a copy of the proposal to be included with our submission in an electronic format on CD or Other Electronic Media (e.g.: jump drive). Our corporate policy does not allow submission of unsecured documents on this type of electronic media, is there an option to how we can meet this requirement?

Answer: All responses received must include an electronic copy of each individual Packet (technical proposal, pricing proposal and utilization plan) submitted separately with each of the packets. Respondents are allowed to provide a password‐protected file on the electronic media in question and once received, the Solicitation Contact will contact the Respondent for the password to access the secured document on the media as needed.

**Question 6:** To provide a timeline as requested in Section 1.3.1.2, can you identify if there are any additional campuses to implement besides Urbana, Chicago and Springfield.

Answer: The University’s three main campuses are located in Urbana, Chicago and Springfield. The University has additional campus locations in Peoria and Rockford as well as Extension offices located throughout the State of Illinois. Although in‐person training may not be required in all of these locations, web‐based training may be necessary to provide these locations with information about a new Commercial Card Program. Respondents should identify in their proposal the number of cardholders they recommend for in‐person training vs. web‐based training.

**Question 7:** To provide a timeline as requested in Section 1.3.1.2, can you describe whether or not all of the campuses are run the same way? Do you have a Program Administrator for each campus or are they run from a central office?

Answer: The University’s Commercial Card Services Program is run by University Payables, Card Services for the entire University regardless of campus. University Payables is located on the Urbana‐Champaign campus.

**Question 8:** To provide a timeline as requested in Section 1.3.1.2, can you identify the number of individuals in University Payables, Card Services (aka Program Administrators) that would require training?

Answer: The number of individuals in Card Services that would require the level of Program Administrator training is less than 15 employees and they are all located on the Urbana‐ Champaign campus.

**Question 9:** In Section 1.3.1.2 it states that the University’s intent is to extend its current award with your current provider until June 30, 2016. Is the University able to convert to a new program/provider prior to that date? Is there a date the University would like to be implemented by?

Answer: The University is currently in the process of renewing its current award with its current provider through June 30, 2016. As indicated in Section 1.3.1.2, the University would like to utilize the Commercial Card Program awarded under this solicitation as soon as possible taking into consideration publishing of an award notice, execution of a contract, and program implementation. The University has requested an implementation plan that is within one‐calendar year with a floating start date. The need for the floating start date is to account for publishing of the solicitation’s award notice and negotiation/execution of a contract prior to services being performed. Implementation timelines less than a calendar year may be considered.

**Question 10:** Please provide the number of contacts that will be involved in the conversion and implementation of a potential new program? How does the University of Illinois expect a conversion to be managed?

Answer: The University identified two potential types of program implementation in Section 1.3.1.2 of the solicitation. The number of individuals in Card Services that would require the level of Program Administrator training is less than 15 employees and they are all located on the Urbana‐Champaign campus. Specifics beyond what was outlined in this section, the University expects Respondents to utilize their experience to define how the implementation process should be conducted for a program the size of the University’s.

**Question 11:** Is there a need for cards to be issued globally, or in any area outside of the US?

Answer: As indicated in Section 1.4.1.4, Respondents will be required to provide cardholders with their initial card to an address provided by the University. These addresses would be their primary work location with the University which would be a domestic address. In rare instances, a replacement card may need to be provided internationally; however, these instances would be limited. Respondents may provide any potential costs with providing replacement cards internationally in Section 2 – Pricing proposal.

**Question 12:** For the incorporation of University Related Organizations (URO) as identified in Section 1.3.1.6, could the volume for all UROs be aggregated with consolidated speed of payment and make one payment to University or you wanting the UROs to be paid separately from the University?

Answer: Currently, the volume for all UROs is aggregated with consolidated speed of payment and one payment is made to the University. If there is an option for UROs to be paid separately from the University, Respondents should identify this functionality in their responses to this Section.

**Question 13:** Can the University provide the number of individuals that are cardholders for both a P‐Card and a T‐Card?

Answer: There are approximately 2,300 cardholders in the University’s program that hold both a P‐ Card and a T‐Card.

**Question 14:** Section 1.4.1.1 & 1.4.1.7C states that the Awarded Respondent must provide liability coverage above $50 per card in the event of a stolen or lost card. If we are not able to meet this requirement would our proposal be deemed “not responsive” and disqualified?

Answer: Section 1.4.1.7 C does identify the $50 per card liability threshold as a mandatory requirement. At this time, the University is maintaining this requirement. The University will review this mandatory requirement as described in Section 1.1.2 of the solicitation document.

**Question 15:** In Section 1.4.1.3 the University discusses the requirements for a one‐card program. If cards issued under the program are corporate liability would you consider using a one‐card program instead of the P/T Card programs currently in place as long as the one‐card program has the same benefits?

Answer: The University will not accept a one‐card program upon implementation of a new program under this solicitation. The University requires Respondents to provide the multiple card programs as the current program operates today. Throughout the life of the award however, the University may decide to change to a one‐card program. The questions in Section 1.4.1.3 are related to what would be available to the University during the life of the award. In order for the University to change to a one‐card program, it would require change in a number of policies, reconciliation systems and a review of authorization levels associated with individual cards.

Please note that Respondents are allowed to provide a pricing proposal for a one‐card program in Section 2, Pricing Proposal, to demonstrate the additional revenue share or cost savings that may be afforded to the University if it decided to implement a one‐card program during the term of the award of this solicitation.

**Question 16:** The University discusses delivery of cards under the program in Section 1.4.1.4. During implementation, would the University want all cards to be delivered to a central office to add any University material or would you want them to be delivered to each individual cardholder’s address?

Answer: Section 1.4.1.4 clearly states that the Awarded Respondent will be responsible for delivering all cards issued under the program to the provided address of the cardholder. For the initial program implementation, Respondent’s delivery of cards should include the ability to incorporate a University‐provided notice to the cardholder. This requirement is only for the initial delivery of cards. Any cost associated with incorporating this potential notice must be provided in the Respondent’s pricing proposal in Section 2. The University will not accept centralized delivery of all cards.

**Question 17:** The University discusses delivery of cards under the program in Section 1.4.1.4. Once program implementation is completed, would the University want replacement or renewed cards to be delivered to a central location or to the cardholder?

Answer: All cards must be delivered to the cardholder’s address which will be provided by the University. The University will not accept centralized delivery of all cards.

**Question 18:** The University discusses delivery of cards under the program in Section 1.4.1.4. Can you define cardholder addresses? It’s this a unique address for each cardholder or a central location?

Answer: There will be a unique address for each individual cardholder based on their University office location.

**Question 19:** The University discusses delivery of cards under the program in Section 1.4.1.4. How are cards issued under the program delivered and in what timeframe are they delivered in?

Answer: The University’s current program has cards delivered via the US Postal Service with return address service requested on the mailings. Cards are provided within the 14‐days identified as a requirement in this solicitation.

**Question 20:** The University discusses delivery of cards under the program in Section 1.4.1.4. Can the University describe how delivery is considered “traceable” under its current program?

Answer: The University’s current program has cards delivered via the US Postal Service with return address service requested on the mailings. The solicitation has been amended in this amendment to describe the “traceable” delivery requirement.

**Question 21:** The University discusses delivery of cards under the program in Section 1.4.1.4. Can you describe this process and what issues the University is trying to resolve by requesting traceable delivery?

Answer: The reason the University is requesting traceable delivery of cards issued under the program is to make sure that cards are delivered in a timely manner to the University address on file and to the individual. The solicitation has been amended in this amendment to describe the “traceable” delivery requirement.

**Question 22:** The University discusses delivery of cards under the program in Section 1.4.1.4 and Section

1.4.1.7 E. Will the University consider removing traceable delivery method except for rush cards as a mandatory requirement if the Respondent can guarantee delivery within 14 days?

Answer: The solicitation has been amended in this amendment to describe the “traceable” delivery requirement.

**Question 23:** In Section 1.4.1.6.1 the University asks Respondents to provide the maximum number of file turn days; however, the pricing proposal spreadsheet only lists >45 days in the timeliness of payments worksheet. Are Respondents allowed to adjust the pricing grid to a higher or lower number of file turn days?

Answer: The question in 1.4.1.6.1 is to determine the maximum number of days the Respondent would allow the University to complete its file turn. The pricing proposal worksheet provided 45+ days as a response field to capture an extend file turn timeframe. Respondents are not required to provide timeliness of payment revenue share up to or over

45 days, however, if they would like to, this section of the pricing proposal can be completed and/or expanded as needed.

If Respondent’s proposal does not include a discount for a file turn over 40 days, then Respondent can include 0% for the fields of 40‐>45 days. Furthermore, if a respondent would like to propose a discount for 1‐5 days, the worksheet can be expanded to include these discounts.

**Question 24:** Are the cards issued under your card program paid by each employee or are they centrally billed? Please confirm if the card programs are corporate liability versus individual liability.

Answer: As identified in Sections 1.4.2.1; 1.4.3.1; 1.4.4.1; 1.4.5.1; and, 1.4.6.1, all card programs included in this solicitation are University or corporate liability that is centrally billed and paid for by the University.

**Question 25:** How many card holders does the University have?

Answer: The number of P‐Card holders is defined in Section 1.4.2.2 as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **P‐Card 2014 2013 2012 2011** | | | | |
| **Average Number of**  **Open Cards** | 4,613 | 5,070 | 4,980 | 5,155 |
| **Active Cards** | 3,177 | 3,329 | 3,390 | 3,668 |

The number of T‐Card holders is defined in Section 1.4.3.2 as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **T‐Card 2014 2013 2012 2011** | | | | |
| **Average Number of**  **Open Cards** | 3,560 | 3,332 | 2,138 | 42 |
| **Active Cards** | 1,853 | 1,707 | 972 | 7 |

**Question 26:** In Section 1.4.3.3.3 the University requests information related to how the University may be able to purchase conference registrations utilizing its T‐Card program. Can you explain how conference registrations are currently being purchased?

Answer: University employees will typically utilize a P‐Card to purchase a conference registration. A P‐Card is utilized due to University policy which does not allow non‐travel related expenses to be paid for on a T‐Card (with the exception of limited business meals and/or refreshments). A P‐Card is also utilized because the MCC codes allowed under the P‐Card program are broader than in the T‐Card program.

**Question 27:** Provide the name of all systems that will be used to manage the overall card program.

Answer: The University provided a listing of all current systems in use to manage its current program in Section 1.5.1.

**Question 28:** What systems will be used to pull card transaction data?

Answer: The University provided a listing of all current systems in use to manage its current program in Section 1.5.1.

**Question 29:** Provide the interface layout used for the card transaction data that will be pulled by the University of Illinois.

Answer: The University has identified the systems it currently has in use to manage and reconcile the current commercial card program. The University is asking Respondents to provide responses to how they propose to interface with the University’s systems in Section 1.5.3.2 for the proposed card management system interfacing and Section 1.5.4.2 for the proposed reconciliation system interfacing.

**Question 30:** Can the University describe what types of services it is referring to in the question in Section 1.5.5.15.3?

Answer: The University expects Respondents to provide a complete implementation of the requested systems based off of the pricing included in Respondent’s pricing proposal. In the event that there are additional services available that may be required in the implementation process that are not included in the pricing, these services should be identified in response to this question. Respondents must also outline pricing for these services in their Pricing Proposal.

**Question 31:** Can the University describe the requirement for onsite support in Section 1.5.5.16.5? Is the support for technical issues or overall program management?

Answer: The University is asking Respondents to describe whether or not onsite support for operation of the technical systems in the program would be available. Respondents can provide responses for both the implementation process and throughout the remaining term of the program. It is not anticipated that Respondent will provide onsite support throughout the term of the award, but Respondents may want to provide onsite support through the initial implementation process and/or roll out of the program to a large use department.

**Question 32:** Can the University describe the requirement for support terms and service level agreements in Section 1.5.5.16.6?

Answer: If there are any terms and conditions for support services (whether provided onsite or over the phone) Respondent is required to provide them in their proposal. Respondents are also required to provide service level agreements in response to this question. The service level agreements should state response times and escalation procedures.

**Question 33:** Can the University describe specific requirements for onsite training that is identified in Section 1.5.5.17.1?

Answer: In the event that the University agrees to implement Respondent’s card management or reconciliation systems, the University would require an in‐depth training of 2‐3 system

administrators. This training would utilize a test environment to show the trainees how to fully use the system to meet the University’s needs.

**Question 34:** For the question asked in Section 1.5.5.23.1 does it refer to the possibility of inspection by the University at the Respondent’s data centers?

Answer: Yes, the question in this Section refers to the possibility of inspection of Respondent’s data center by the University along with the other network inspections listed. If this is not a possibility or there are security requirements that a University employee would be required to meet in order to conduct an inspection of this type, Respondent should outline these requirements in their responses to this Section.

**Question 35:** Can the University provide the future direction of the card program? Has a recent Accounts Payable analysis been completed to identify if there are additional supplier payments that can be put in the program?

Answer: The University has described historical use of the program and goals of the program throughout the solicitation document. A recent Accounts Payable analysis has not been completed; however, the Awarded Respondent would be able to provide recommendations on any potential supplier payments that could be put in the program throughout the term of the award during the quarterly program reviews outlined in Section 1.6.1.

**Question 36:** Can the University describe what E‐receipts refers to in Section 1.6.3.4.7?

Answer: The University currently receives e‐receipts when booking travel through our online travel booking tool. The system utilizes the reservation made tied to card data held by providers to determine a match and then makes the receipt electronically available through the online travel booking tool. If there is similar functionality for purchases outside of the travel industry, the University would like to have access to this level of data.

**Question 37:** Can the University define/describe what it means when it refers to “subcontractor” in Section 1.8.2?

Answer: Section 1.8.1 describes a subcontractor as:

“For the purposes of this section, subcontractors are those specifically hired to perform all or part of the work covered by the contract.”

**Question 38:** In Section 1.9.3, can the University describe how to define the value of services provided at the locations requested?

Answer: Due to the nature of this solicitation, the University does not expect Respondents to identify a dollar amount of services performed at a given location. Instead, Respondents are expected to provide a percentage breakdown by location. This award is anticipated to be a revenue generating contract, so the percentage breakdown should be based on the Respondent’s cost to providing the services covered under this solicitation to the University.

**Question 39:** For the renewal periods identified in Section 1.11, is the renewal option upon mutual agreement amongst the parties?

Answer: No, the renewal option defined in Section 1.11 is unilateral (University option) to renew.

**Question 40:** The solicitation has a five‐year initial term; however Section 2.6 allows for annual pricing adjustments. Can you clarify how pricing adjustments will be made?

Answer: The University is able to accept additional revenue share proposed by the Awarded Respondent in the annual pricing adjustment period. The University will not allow not accept a pricing adjustment that would result in a decrease in revenue share and/or an increase in program fees unless the request is tied to a documentable increase in cost to the Respondent, failure of the University to meet minimum spend criteria, or other change the Contract Administrator deems applicable to demonstrate the need for adjustment. Pricing adjustments that would result in a decrease in revenue share will be very limited during the award.

**Question 41:** Provide a list of other Illinois‐based Higher Education Institutions that might participate in the program, and the size of the card programs they currently have?

Answer: The University has asked Respondents to indicate in Appendix I whether the will allow cooperative contract with Member Institutions of the Illinois Public Higher Education Cooperative (IPHEC) and Illinois Community Colleges. This Appendix provides a breakdown of institutions in each category. Furthermore this, Appendix clearly indicates that: “The University is unable to provide spend estimates for IPHEC Member Institutions.” And “The University of Illinois is unable to provide spend estimates for Illinois Community Colleges.” Allowing access to the University’s award to IPHEC or Illinois Community Colleges is at the sole discretion of the Respondent and IPHEC Member Institution’s or a Community College’s participation is optional.

**Question 42:** For the Cooperative Contracting requested in Appendix I, would the University of Illinois maintain liability for the other Universities’/Community Colleges’ programs?

Answer: The credit or liability of each University or Community College unit shall remain separate and distinct. Disputes between the Awarded Respondent and IPHEC Member Institutions/Community Colleges shall be resolved between the immediate parties.

**Question 43:** For the Cooperative Contracting requested in Appendix I, would the University of Illinois accept a single revenue share payment on behalf of all Universities/Community Colleges and make payment to these Universities/Community Colleges?

Answer: No, all revenue share payments must be made to the individual University/Community College accessing the University of Illinois’ program.

**Question 44:** Since this is a no‐fee contract that pays a revenue share to the University, would the University be willing to remove the Business Enterprise Program (BEP) goal requirement outlined in Appendix II?

Answer: No, the University expects Respondents to provide a BEP Utilization Plan based off of Respondent’s Cost to meet the 22% BEP goal established for this solicitation. Respondents

that are not able to meet the 22% BEP goal are required to complete a Utilization Plan for any of the goal percentage obtained and complete the “Good Faith Efforts” section to document their attempts to reach the goal. Failure to provide a Utilization Plan and/or Demonstration of Good Faith Efforts will result in your response being found “not administratively compliant” and Respondent’s proposal will no longer be subject to evaluation and/or consideration for potential award.

**Question 45:** How does the University plan on verifying Respondent’s cost of program for use in calculating whether the BEP goal has been achieved? Each bank may have different philosophy of costs and it would affect the percent of BEP spend.

Answer: Respondents would be required to provide information to the University’s Office of Procurement Diversity to verify the Respondent’s cost and the potential spend under the goal they intend to meet. All costs should be in accordance with Generally Accepted Accounting Principles.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* Where indicated, this amendment supersedes the previously published solicitation; however all terms and conditions that have not been addressed in this amendment remain as originally published. This amendment changes the proposal due date to July 16, 2015. All Respondents must acknowledge acceptance of this amendment with their proposal by completing and signing below and returning this amendment with your technical proposal prior to the solicitation opening due date/time.

I hereby acknowledge that I have read and understood the contents of this amendment and that the proposal provided accounts for this amendment.

Signature: Printed Name:

Date: Company:

Commercial Card Services Request for Proposal

*Solicitation Reference Number 1DGS1501*

**Addendum 2:** Request for Proposals #1DGS1501 scheduled to open July 16, 2015 at 3:00 PM local time

The University is providing potential respondents with the following responses to questions posed in relation to solicitation # 1DGS1501 Commercial Card Services Request for Proposal (RFP). This addendum does not change the previously amended due date/time of Thursday, July 16th at 3:00 PM Local Time. These responses do not change requirements as originally published in the solicitation, so this amendment does not need to be signed/returned with your proposal. The questions and responses are as follows:

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

***Questions from Potential Respondents and the University’s Responses:***

**Question 1:** Can you provide a list of the institutions that participated in the June 19th pre‐proposal conference?

Answer: The institutions that participated in the pre‐proposal conference are:

* American Express  MasterCard
* Bank of America  PNC
* BMO Harris  US Bank
* Citibank  Visa
* Illinois National Bank  Wells Fargo
* J.P. Morgan

**Question 2:** Can the University provide an expected timeline of when a Respondent would be chosen and the expected roll‐out and conversion of the current program? Ideally, what date would you like to see cards in the hand of your employees?

Answer: The University provided an outline of the factors that will be considered in implementing a new program in Section 1.3.1.2 of the solicitation document. The University expects the contract term to begin upon execution. The exact date for execution will be dependent upon negotiation of the final contract for execution, Awarded Respondent’s execution of the contract and the University’s approval by the Board of Trustees and finally the University’s execution of the contract. Once the contract is signed, the Awarded Respondent is required to complete implementation in one calendar year or less time. The University is interested in a more aggressive timeline and Respondents that can make a shorter implementation should identify this in their response to this Section.

**Question 3:** In Sections 1.3.1.2.4 and 1.3.1.2.10 the University requests a list of individuals that will be involved in the program implementation process and requests copies of their resumes and their roles in the process. We have a whole group of people dedicated to the implementation of card programs. Typically team members are assigned to a client’s team

when the business is awarded. Is it acceptable to provide a description of the roles along with the skill set of the members rather than providing names and resumes of individuals?

Answer: No, the University expects Respondents to provide the information requested to evaluate the skill set, the length of experience with the Respondent and roles of individuals proposed to be involved in the Respondent’s implementation process.

**Question 4:** Can the University provide the current spend for UROs identified in Section 1.3.1.6?

Answer: URO spend is included in the University’s overall spend provided throughout the solicitation document.

**Question 5:** In Section 1.4.1.4.3, the University indicates its desire to be able to include information in the initial mailing of new cards or mailing of replacement cards. Can the University please clarify what types of information, pamphlets or forms that could be sent in the envelope with the new card, or something else?

Answer: It is anticipated that any information that would be sent along with new/replacement cards would be limited to a single page letter or a one‐page, three‐fold brochure. The information provided may give information about the new card program, University contacts or other information about the program. Any potential costs associated with incorporating this type of communication in the delivery of cards must be identified in Section 2 – Pricing Proposal.

**Question 6:** Does the University anticipate any upcoming travel freezes or expense reductions as a result of State of Illinois actions that might impact the University? If so, can you anticipate the impact to spend levels in your distributed card programs?

Answer: The University cannot predict any potential travel freezes or expense reductions as a result of State of Illinois actions that might impact the University. The University has provided historical spend information throughout the solicitation document and all figures provided are estimates as identified in Section 1.4.2.2.

**Question 7:** In relation to Section 1.4.2.3.4, can the University clarify what is meant by determining an actual emergency?

Answer: The University is asking Respondents what they require in order to determine an actual “emergency” under this program. For example, would a declaration from the University’s President be required, or some other official mean of declaring an actual emergency?

**Question 8:** In relation to Section 1.4.2.3.5, can the University clarify what settlement cards are? Answer: The term settlement card is interchangeable with the term “P‐Card” for this requirement. **Question 9:** Can the University describe the Single Use Account process in more detail?

Answer: An overview of the Single Use Account (SUA) process is provided in Section 1.4.4 of the solicitation document. The University also describes the current systems in use in Section

* + - 1. for SUAs. The University is interested in a more streamlined process for SUAs and as such, this is the general overview that will be provided at this time.

**Question 10:** Does the University utilize its current provider to conduct supplier enablement for its SUA Accounts?

Answer: Yes

**Question 11:** In Section 1.4.5, the University describes its D‐Card pilot program. Can the University identify if the D‐Cards issued are ghost cards (no plastic, only account numbers) or actual plastic cards? Do you have a preference?

Answer: The D‐Cards issued under the program are actual plastic cards that have a Department’s name on them but they are not assigned to an individual.

**Question 12:** Can the University provide a breakdown of each step in the process for the respective card management systems identified? Specifically, which system does an applicant use to complete the P‐Card certification testing and which system does the cardholder use to complete the exception request form?

Answer: The University provided a breakdown of the systems currently in use in Section 1.5.1. This is the information that is readily available for the systems in use. The P‐Card certification testing is handled in a University‐owned, web‐based system. The results are maintained in a SQL/Server‐based application. Exception request forms are submitted via electronic mail and tracked using an internal University database.

**Question 13:** In Section 1.5.3.2.2 can you describe what is meant by “volume data extraction”? Does this refer to exporting a data file for backup or use outside the Awarded Respondent’s system?

Answer: Yes, in this Section, volume data extraction would be referring to the University’s ability to export a data file for backup and/or use outside the Awarded Respondent’s system.

**Question 14:** In relation to Section 1.5.3.1.6, can the University elaborate on what constitutes an incomplete request in the current system?

Answer: An incomplete request is a card application where the applicant has not met all of the University’s requirements. The requirements are a completed P‐Card or T‐Card Authorization/Agreement and Application Information form must be submitted, web‐based training and a certification quiz must be completed, and the DCM must generate an electronic application.

**Question 15:** In relation to Section 1.5.3.1.10, can the University explain how the applicant’s and Department Card Manager’s employment status is verified in the current system?

Answer: Currently this verification is conducted a connection of P‐Card Web Solution or T‐Card Solution with Banner HR tables, which searches by University identification number (UIN) to verify University employment status. The University is requesting information on this

Requirement from Respondents to identify other ways for this verification to be accomplished automatically in the proposed systems.

**Question 16:** Can the University clarify which subsections of Section 1.5.5 Respondents are required to provide responses for both its card management and reconciliation systems?

Answer: Section 1.5.5 requires responses for all subsections for both the Respondent’s proposed card management system and the Respondent’s proposed reconciliation system. In the event that the responses are the same for both systems, Respondents may provide a single response and indicate that it is applicable to both. If there is functionality that is lost if the University only implements one of the two systems, then this must be identified in the responses to these subsections.

**Question 17:** Is the University interested in a Buyer‐Initiated‐Payment program? This program typically converts paper‐based PO and invoice payment via check to electronic payments – the result of which can be additional rebates and cost savings.

Answer: Any additional programs or benefits that Respondents would like to propose to the University should be provided in response to Section 1.7.4. The University would need to review the proposed Buyer‐Initiated‐Payment program before indicating whether or not it would be interested in this type of program. Any potential cost or revenue share through this program should be provide in Section 2 – Pricing.

**Question 18:** What are Respondents required to complete in Attachment BB – Supplemental Provisions?

Answer: The University did not include any supplemental provisions that would require Respondents to address in their proposals. This Attachment remained in the document from the University’s template to provide Respondents the ability to attach their Vendor Supplemental Provisions as identified in item # 2 in this Attachment.

**Question 19:** Can the University provide spend volumes for each IPHEC University and Community College identified in Appendix I – Cooperative Contracting?

Answer: No, as identified in Appendix I – Cooperative Contract, 1E of both sections, the University cannot identify spend for the IPHEC Universities and Community Colleges. Respondents are not required to provide cooperative contracting and use of any cooperative contracts would be at the sole discretion of the IPHEC University or Community College if allowed by the Awarded Respondent.

Note, IPHEC has a current commercial card program in place which was awarded under solicitation reference number PL89190. Respondents may review the information published on the Bulletin for additional information related to the IPHEC Member Institutions use of this program.

**Question 20:** To complete Appendix II, does the minority/small business have to be registered in Illinois or if they are certified in another State would that count?

Answer: The fourth paragraph in the amended Appendix II states the following:

**At the time of bid or offer submission**, the M/F/PBE must be certified with the Business Enterprise Program. Visit [(www.sell2.illinois.gov/bep/Business\_Enterprise.htm](http://www.sell2.illinois.gov/bep/Business_Enterprise.htm))) for complete requirements and to apply for certification in the Business Enterprise Program.

If a firm is currently certified with at least one of the entities listed below, the firm may seek BEP certification through the “BEP recognition application process” by completing the Recognition Certification Affidavit and providing the required documentation.

* + - * + Illinois Unified Certification Program (Illinois Department of Transportation)
        + Chicago Minority Supplier Development Council (CMSDC)
        + Women’s Business Development Center (WBDC)
        + City of Chicago
        + Chicago Transportation Authority (CTA)
        + METRA (Chicago area commuter rail)
        + PACE (Suburban Chicago area commuter bus)
        + Cook County (Illinois)

Visit <http://www.illinois.gov/cms/business/sell2/bep/Pages/default.aspx> for complete requirements and to apply for certification in the Business Enterprise Program. Please contact Dale Morrison, Office of Procurement Diversity for assistance with BEP certification at [dmorrisj@uillinois.edu](mailto:dmorrisj@uillinois.edu) or 312‐996‐2838.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*