NORTH IDAHO COLLEGE

REQUEST FOR PROPOSALS
FOR PURCHASING CARD SERVICES

November 12, 2014
REQUEST FOR PROPOSALS
Purchasing Card Services
RFP 15-03

Release Date: November 12, 2014

Last Day for Questions: November 21, 2014, 1:00 PM PST

Due Date, Time and Location: December 10, 2014, 2:00 PM PST
North Idaho College
Business Office, Lee-Kildow Hall Rm 111
1000 W. Garden Ave.
Coeur d'Alene, ID  83814

Sealed responses to this request for proposal (RFP), original and five (5) copies or one (1) electronic compact disk (PDF format) will be properly opened by the Vice President for Finance and Business Affairs, North Idaho College, Lee Kildow Hall Room 111, 1000 W. Garden Ave., Coeur d’Alene, ID  83814 on December 10, 2014 at 2:00 PM PST.

Statements of Proposal shall be delivered in a sealed envelope or sealed box properly addressed to: Chris Martin Vice President for Finance and Business Affairs, North Idaho College. Lee-Kildow Hall, Room 111, 1000 W. Garden Ave., Coeur d'Alene, ID  83814. The envelope or box shall be clearly marked with the RFP Number stated above.

All questions regarding this Request for Proposals must be directed to, and only to: Sarah Garcia, Controller, North Idaho College, 1000 W. Garden Ave., Coeur d’Alene, ID  83814, sarah.garcia@nic.edu. All questions must be submitted in writing, and directed to Sarah Garcia. Submitting companies are not to contact the trustees, officers, or other employees of North Idaho College.

Respondents are notified that North Idaho College reserves the right to reject any and all parts of the RFP.
1.0 INTRODUCTION

A. Background

North Idaho College is a community college located in the panhandle of Idaho in the City of Coeur d'Alene, Idaho. North Idaho College is Idaho's oldest public community college, having been founded in 1933 as Coeur d'Alene Junior College. It began with a faculty of nine, and held its classes on the third floor of the City Hall. It was financed entirely from public contributions. In 1939, the Idaho Legislature passed the Junior College Act, which gave geographical areas permission to form junior college districts, if they could meet the requirement of $10 million assessed valuation and 800 high school students. In July of 1939, the North Idaho Junior College District was formed encompassing most of Kootenai County. In 1960, the District incorporated the remaining areas of Kootenai County, bringing the District to its present size.

The college serves out-of-district students from the five northern counties. In 1971, the name of the college was changed to North Idaho College in accordance with a law passed by the 41st Idaho Legislature.

Dr. Joe Dunlap is the President of the College. The administrative offices of North Idaho College are located at 1000 W. Garden Ave., Coeur d'Alene, Idaho.

North Idaho College has experienced tremendous growth over the past five years. As the college has grown, many of the processes and practices of the college are being evaluated and re-developed to meet the needs of students and stakeholders with a focus on enhancing effectiveness and efficiencies. A current area of focus for the college is business and procurement services. North Idaho College has not implemented a full scale procurement card program across the college. This RFP is the first step in identifying a partner to work with the college in meeting the growing and changing procurement needs of the college.
B. Mission, Vision, and Values

MISSION
North Idaho College meets the diverse educational needs of students, employers, and the northern Idaho communities it serves through a commitment to student success, educational excellence, community engagement, and lifelong learning.

VISION
As a comprehensive community college, North Idaho College strives to provide accessible, affordable, quality learning opportunities. North Idaho College endeavors to be an innovative, flexible leader recognized as a center of educational, cultural, economic, and civic activities by the communities it serves.

VALUES
North Idaho College is dedicated to these core values which guide its decisions and actions.
Student Success: A vibrant, lifelong learning environment that engages students as partners in achieving educational goals to enhance their quality of life
Educational Excellence: High academic standards, passionate and skillful instruction, professional development, and innovative programming while continuously improving all services and outcomes
Community Engagement: Collaborative partnerships with businesses, organizations, community members, and educational institutions to identify and address changing educational needs
Stewardship: Economic and environmental sustainability through leadership, awareness, and responsiveness to changing community resources
Diversity: A learning environment that celebrates the uniqueness of all individuals and encourages cultural competency

2.0 PURPOSE, OBJECTIVE, AND SCOPE

A. Purpose of RFP

North Idaho College (NIC) is requesting proposals from qualified financial services providers to implement and provide a Procurement/Purchasing Card Program (P-Card) that will allow authorized personnel to purchase necessary items in a simple and timely manner while maintaining a high level of internal control and complying with all relevant federal, state and local regulation, and with NIC policy and procedures concerning such purchases. Additional scope is discussed below.

The college currently works with various financial institutions to meet its banking and cash management needs. While the college has developed robust treasury and operating account management, the college does not currently have a procurement card product or process. Throughout the proposal process, the College welcomes suggestions to improve the effectiveness, cost and efficiency of its processes, specifically purchasing, travel and accounts payable processes.

NIC intends to select one institution to provide Purchasing Card Program and Services. We anticipate the P-Card Program will be an important aspect of our procurement and accounts payable
functions and the program will focus on streamlining processes that result in cost reduction and greater efficiencies as well as increasing customer satisfaction to our end-users. With an annual operating budget of approximately $60,000,000.00, the college anticipates significant annual P-card spend and a dramatic reduction in the volume of checks issued to vendors each year.

The over-arching goals of the P-Card Program are:

- Simplify Procurement Process
- Improve Expense Control
- Reduce Administrative Expense/Time/Effort
- Improve End-User Satisfaction
- Capitalize on Rebate Potential

**NIC Objectives**

North Idaho College intends to select a provider that will support the following features:

- Ease of use for Card Holders
- Card Holder Spending Limits
- Preferred Supplier restrictions
- Single Purchase Limits
- Monthly Credit Limits (Cycle Limits)
- Single Transaction Limits
- Industry Restrictions
- Card Holder Activity/Statements
- Aggregate Activity/Statements
- Industry Spending Details and Summary
- Online Reporting
- Online Card Setup, Maintenance and Suspension
- Automatic Expense Allocation/System Integration
- Online Cost Code Validation
- Query Builder and Data Archiving
- Automated General Ledger Loading
- Fraud Detection
- Password Reactivation

### 3.0 TERMS AND CONDITIONS

**A. Preparation of Proposal**

All costs related to the preparation and submission of the statement of proposal documents shall be paid by the respondent. Issuance of this RFP does not commit North Idaho College, in any way, to pay any costs for the preparation and submission of proposals. **Nor does the issuance of the RFP obligate North Idaho College to award a contract or purchase any goods and services stated in the RFP.**
B. Timelines and Schedules

North Idaho College intends to adhere to the following schedule in seeking responses to this RFP:

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>November 12, 2014</td>
<td>RFP is issued and available.</td>
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<tr>
<td>November 12, 2014</td>
<td>First advertisement of RFP</td>
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<tr>
<td>November 19, 2014</td>
<td>Second advertisement of RFP</td>
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<tr>
<td>November 21, 2014</td>
<td>Last day for questions to NIC by 1:00 PM PST</td>
</tr>
<tr>
<td>December 10, 2014</td>
<td>Responses to RFP due to NIC by 2:00 PM PST</td>
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<tr>
<td>December 12, 2014</td>
<td>Notification of finalists</td>
</tr>
<tr>
<td>Week of December 15, 2014</td>
<td>Interviews for finalists</td>
</tr>
<tr>
<td>December 22, 2014</td>
<td>Notice of contract award (preliminary)</td>
</tr>
</tbody>
</table>

North Idaho College retains the right to make changes to the schedule as appropriate. Any changes will be communicated through the addenda process.

C. Addenda

The only method by which any requirement of this RFP may be modified is by written addendum issued by North Idaho College. Responses to inquiries which directly affect an interpretation or change to the RFP will be issued in writing by addenda. Any addenda will be posted to the college’s website at: http://www.nic.edu/websites/default.aspx?dpt=107&pageId=4554. All such addenda issued by the College prior to the time that proposals are received shall be considered binding. Oral and other interpretations or clarifications shall be without legal effect.

D. Submittal Content

The summary report should conform to the following:

1) 8.5 x 11 size format with some 11 X17 (folded) graphics allowable
2) PDF format on CD (1 copy)
3) One original and five (5) hard copies

Proposals should be presented in a clear and concise manner, be bound and include following information:

**Letter of Interest/Executive Summary** – Letter/Summary will clearly indicate the single contact and authorized representative with mailing address, telephone, facsimile numbers, e-mail addresses and website. Please provide a brief summary overview of your proposed offering to North Idaho College. Include any information, not requested below, that we should consider when evaluating your proposal.

**Organization Overview**

1) Describe your experience in expense management and include the number of years you have been in the expense management business.
2) Please provide your estimated market share surrounding commercial payment and procurement card solutions.
3) Describe any partnerships or alliances that you have in place that may benefit North Idaho College.
4) How does expense management fit into your organization’s products and services offerings portfolio.
5) Provide financial condition of the organization.
6) Provide details and highlights of any community involvement by your organization in North Idaho.

Card/Solution Questions
1) What card platform(s) does your program utilize (i.e. Visa, MasterCard, American Express)? Why? If more than one is utilized, which do you recommend for the college and why?
2) Provide a detailed overview of the software/web based card program management system that supports the card program. Please include type of technology, application or technology support, security, capabilities given to administrators and availability of real-time review.
3) Is the software/web based card program management system wholly owned by your institution? If no, please specify the owner/developer of the software/web based system.
4) Specify the level of data captured by your procurement card.
5) Discuss settlement terms for your program, outlining available billing cycles.
6) Describe the card controls and usage restrictions supported by the issuer.
   a. Company Level Restrictions
   b. Cardholder Level Restrictions
   c. Department Level Restrictions
   d. MCC/SIC Restrictions
   e. Cash Advance Restrictions
   f. Dollar Limit Restrictions
   g. Restrictions to Preferred Suppliers
7) How do you ensure that North Idaho College is protected from unauthorized charges?
8) What are the liabilities of the college and/or cardholder in the event of fraud, abuse or loss of card?
9) Describe the on-going fraud monitoring provided by your organization to cardholders.
10) What liability options do you offer?
11) If a card holder has a dispute or issue with a charge, what is the resolution process and timeline?
12) Detail all automatic and optional insurance coverage available.
13) Provide the capabilities of providing customized cards for the college (i.e. including college logo, stating for Official Use Only, Tax-Exempt).

Customer Support
1) Describe customer support for cardholders.
2) Please detail the process and turnaround for requesting new cards.
Expense Reporting/Coding Module
1) Detail the capabilities and highlights of your expense transaction coding module.
2) Does the expense reporting/coding module allow user to identify and code charges for automatic entry into the College’s general ledger?
3) Can the expense reporting/coding module be customized to reference NIC’s general ledger account numbers?
4) Can the module support splitting transactions and allow for coding to multiple general ledger accounts?

Program Administrator Functionality
1) What capabilities and functionalities do Program Administrators have (i.e. adding new cardholders, adjusting credit limits, reviewing activities)?
2) Do Program Administrators have a dedicated customer service team to handle requests and service issues? If yes, what is the availability of this service team?

Implementation/Work Plan
1) It is the college’s goal to begin implementation of the card no later than January 1, 2015. Present a work plan including time line and detailed phases into which the program implementation will be divided and performed.

North Idaho College uses the Elucian Colleague ERP system for all accounting and purchasing functions. The college is currently using Release 18. It is anticipated that proposers be capable of providing all transaction records in an electronic file format compatible with that used by the college. Proposers shall submit the layout of their data structure so that data can be integrated with our current accounting system. If selected as a finalist, proposer shall submit testing data and the name and contact information for their technical contact person for implementation.

Reporting
1) What on-line reporting us available? Describe the reporting provided to cardholders and the College. What information is included in standard reports?
2) What 1099 reporting does the organization offer?

References
1) Provide at least five references (higher education references preferred). Include client name, contact person, address, phone number, and email. Please provide services provided and the length of time your organization has worked for the entity.
2) How many college or university clients have terminated or not renewed P-Card services in the last three years?

Additional Services
1) Please describe any declining balance card programs you offer.
2) Detail any centralized billing or ghost travel related accounts or solutions.
3) Detail any travel related services available in conjunction with your card program.

**Relationship Management/Continuous Improvement**
1) Describe your organization’s approach and philosophy in consulting with clients. After implementation, how frequently do you anticipate meeting with the college? What level of consultation do you provide organizations of similar size?
2) Detail your organization’s achievements collaborating with clients to leverage supplier relationships and data to drive savings and improve spending control.

**Sample Contract/Agreement**
1) Provide a sample of the proposed contract/agreement for your organization’s services. Also provide ALL other documents which must be signed/entered into related to the provision of services/products requested in this RFP including any documents referenced/incorporated into the contract/agreement.

**Pricing, Fee and Rebate Structures**
1) Please matrix all relevant fees (i.e. card issuance fees, international transaction fees, replacement cards, monthly maintenance fees, late fees, etc.)
2) Please matrix a rebate schedule for card activity at various usage levels.
3) Please describe in detail rebates based on spending factors such as average transaction size, speed of payment, etc.
4) Are there any exceptions to the rebate schedule (i.e. large ticket items, etc.)?
5) Please detail the guarantee of the proposed rebate schedule.

**E. Evaluation of RFP Responses**

In order to provide a uniform basis for evaluation of all submittals, each submittal shall be evaluated quantitatively in accordance with the scale listed below. North Idaho College reserves the right to consider, and utilize in the selection process, any other significant data that may become available during the course of its evaluation. All RFP’s received by the deadline will be evaluated by an evaluation committee comprised of various stakeholders. Factors on which proposals will be judged include, but are not limited to:

1) Provider’s ability to assist NIC in meeting the overall goals and objectives and to reduce administrative costs associated with the procurement process.
2) The quality and range of services the firm proposed to provide.
3) The extent to which goods and services meet NIC’s needs.
4) The firm’s overall experience, reputation, expertise, stability and financial responsibility.
5) The provider’s past performance with NIC, if any.
6) The ability to provide service in an expedient and efficient manner.
7) Training program provided.
8) Overall service and service standards detailed in the proposal.
9) Financial terms offered to NIC.
10) Rebate Schedule and benefits.
11) Providers ability to provide reporting and integrate with NIC accounting systems.

F. Selection Process

Proposal submittals will be opened in a manner that avoids disclosure of the contents to competing respondents. Contents of the proposal submittals will remain confidential during the negotiations period. Only the RFP number and the identity of the respondent submitting proposals will be made available to the public. Once a selection has been made, all materials will become public record.

Trade secrets or proprietary information submitted by a proposer shall not be publicly disclosed, however, the proposer shall request this protection prior to or upon submission of the data or other material and must identify the data or other materials to be protected and state the reasons why protection is necessary.

North Idaho College will:

- encourage persons or firms engaged in the services being solicited to submit proposals and performance data;
- establish the criteria and procedures used for the selection of qualified respondents to perform such services;
- from the respondents, prepare a ranked list in order of preference, pursuant to the College’s established criteria and procedures;
- from the ranked list of respondents, select a group (shortlist) of finalists whom the College determines to be best qualified to provide the required services, ranked in order of preference, pursuant to the College’s established criteria and procedures;
- interview the finalists and prepare a ranked list in order of preference, pursuant to the College’s established criteria and procedures;
- negotiate with the highest ranked finalist for a contract to perform such services at a price determined to be reasonable and fair after considering the estimated value, the scope, the complexity and the nature of the services;
- if unable to negotiate a satisfactory contract or agreement from the highest ranked finalist, formally terminate negotiations and undertake negotiations with the next highest ranked finalist.

Should North Idaho College be unable to negotiate a satisfactory contract or agreement with any of the ranked finalists, the College may (1) continue the negotiation process with other respondents not selected as finalists in their listed order of ranking until a contract or agreement is reached, or (2) cease the selection process and begin again.

G. Award of Contract

The contract term is anticipated to be for five (5) years with an optional renewal of an additional five
(5) years.

It should be noted that multi-year contracts may be continued each fiscal year only after funding appropriations and program approval have been granted by the North Idaho College Board of Trustees and/or any committees that serve as part of the college’s legislative body. In the event that the appropriate body fails to grant funding appropriations or program approval, then the contract becomes null and void effective July 1 of the fiscal year for which funding was denied.

A contract will be awarded to the respondent(s), who is responsive to the needs outlined, conforms to the Request for Proposals and will be the most advantageous to North Idaho College. Information and/or factors gathered during interviews, negotiations, and any reference checks, in addition to the evaluation criteria rankings, shall be utilized in the final award decisions. North Idaho College reserves the right to contact references other than, and/or in addition to, those furnished by a respondent.

The selected firm will be required to submit their firm’s Certificate of Insurance.

The statement of proposal, in its entirety, shall be considered a part of the contract for services for the selected firm.

North Idaho College reserves the right to reject any or all RFP responses, or any part of the response, and to waive informalities and minor irregularities in the RFP responses received.