



October 17, 2018

## INTRODUCTION

Colby Community College (CCC) is pleased to invite you to participate in a RFP for commercial payment solutions including commercial credit card program that encompasses travel and expense (T&E), procurement, fleet charges and an automated electronic payment solution. Colby Community College considers its expense management program to be an important aspect of our College, and focuses on streamlining processes that result in cost reduction and optimized working capital to the organization as well as customer satisfaction to our employees.

Colby Community College is located in the northwest corner of Kansas, approximately 50 miles from the Colorado and Nebraska borders. The area is part of the High Plains, sweeping upward to the Rocky Mountains 250 miles to the west. Colby Community College has 145 employees and its credit card purchases may exceed \$700,000 annually.

The decision making process includes approval by the Board of Trustees (BOT) after a RFP is issued and awarded. Currently, Colby Community College has issued 47 combined T&E and Procurement credit cards, secured by an account at a local bank. CCC also currently participates with WEX for its 30 Fleet credit card needs. Colby Community College is looking to expand its credit card program to include paying vendors via a ghost card as that currently does not exist. Colby Community College wishes to increase the current number of cardholders to include additional employees as needed. Colby Community College does not currently have the ability to approve purchases or encumber credit card transactions as they occur in our existing Microsoft Dynamics Great Plains software.

## EXISTING PROGRAM OVERVIEW

Colby Community College has an existing commercial card program and/or electronic payment solution in place, as described below. When preparing your proposal, please consider the following data:

<b>Country</b>	<b># of T&amp;E and Procurement Cardholders</b>	<b>Estimated Annual T&amp;E &amp; Procurement Card Charge Volume</b>	<b># of Fleet Cards issued</b>	<b>Estimated Annual Fleet Card Charge Volume</b>	<b>Estimated Annual B2B Spend Targeted for an Electronic Payment Solution</b>
United States	47	\$750,000	30	\$60,000	\$1,200,000



Frequency of billing preference	Monthly
Payment preference	ACH
Reporting requirements and/or types of reports needed to manage program	Monthly electronic statements, with ability to import into management program.
Expense reporting process and automated expense reporting tools	Currently do not have, but interested in obtaining.
Reconciliation tools	Currently this is completed by .50 FTE. Would like to explore automation.
Additional data management tools, such as ERP systems	Currently do not have, but interested in one that integrates with Microsoft Dynamics Great Plains
Use of 'ghosted' cards (non-plastic issued), for what suppliers/commodities, and process utilized	Currently do not have, but interested in obtaining
Meeting spend management processes and tools	Currently do not have, but interested in obtaining
Number of internal staff managing program [may also be helpful to note what % of time these individuals dedicate to program management]	.50 FTE is currently spent managing existing program
Rewards program in place/number of employees participating	Currently none, however this is lucrative to CCC.



## PROGRAM OBJECTIVES

The primary objectives of Colby Community College's expense management program/T&E program/procurement program/commercial card program, automated electronic payment solution are stated below.

- Rebate
- Cost savings
- Employee efficiency, satisfaction
- Process Efficiency
- Optimize working capital to pay for management system
- Supplier Optimization

## RFP PROCESS AND TIMELINE

E-mail Carolyn Kasdorf at [Carolyn.kasdorf@colbycc.edu](mailto:Carolyn.kasdorf@colbycc.edu) with your intention to submit a response by November 2, 2018. Carolyn Kasdorf, Vice President of Business Affairs, 785-460-5407.

All questions/clarifications regarding this RFP may also be directed to Carolyn Kasdorf, Vice President of Business Affairs, [carolyn.kasdorf@colbycc.edu](mailto:carolyn.kasdorf@colbycc.edu) (785) 460-5407 and must be received via email no later than 9:00 a.m. November 2, 2018.

All responses, including any supporting attachments, are due via e-mail to Carolyn Kasdorf no later than November 5, 2018 at 9:00 a.m.

Event	Date
RFP distributed	10/18/2018
Acknowledge intent to submit a response	11/2/2018
Deadline for submitting questions	11/2/2018
RFP responses due to Colby Community College	11/5/18
Vendor presentations	11/2/2018

This RFP is not an offer to contract with any bidder. Colby Community College is not responsible for any costs associated with replying to this RFP. Colby Community College reserves the right to enter into an agreement with any provider or no provider at its sole discretion.



All information provided in this RFP is considered proprietary and confidential and may not be shared except for the purpose of completing a response to this RFP.

## EVALUATION

Colby Community College will evaluate all proposals based on the following criteria in addition to the questions (sections 1-7) found within the RFP Questionnaire based on the % of importance as we see it.

Financial Benefits	30%
Implementation Account Management and Support	20%
Data and Technology	15%
T&E	10%
Procurement	10%
B2B Payment Solution	10%
Organization Overview	5%



<b>Does Your Company Provide the Following:</b>
Cash back ?
If yes, what percentage?
If not, does it provide other options for rewards?
Sign up bonus
Is there any annual fees?
Does the cash back have the ability to increase based on the amount of money we spend annually?
Does it include primary rental car insurance
Does it include purchase protection
Does it include extended warranty
Does it include lost luggage
Does it include travel accident insurance
Does it include roadside dispatch
Does it include trip cancellation
Does it include price protection
Does it include return protection
Does it include trip delay
Does it include baggage delay
Does it include cellular telephone protection
Does it have software to charge GL and integrate with our system?
Can the card be terminated immediately?
Can the card holder dispute a transaction?
Can split purchases be flagged?
Does it have the ability to have your supervisor approve purchases?
Can we upload receipts with the credit card?
Can we limit a person to not purchase something such as gas, ammunition, and alcohol?
Does it limit by vendor?
Is there a cost for the accompanying software utilized?
Do we have to guarantee our credit card limit (i.e. do we have to keep \$300,000 in an account to cover \$300,000
Can we have our logo, tax ID, and individual's name on it?
Can we have our logo on it
Can we have business name on it
Can we have tax ID
Can we have individual's name on it.
Is there a limit on the number of cards we can have?
Is the institution's credit used or is the individuals card used?
Can you use it for both travel and purchases?
What are the hours of service and availability for help?
Do you provide ghost card availability
Do you provide fleet cards
Is training available to assist with employee during implementation?



## RFP QUESTIONNAIRE

### **Executive Summary**

Please provide a brief summary overview of your proposed offering to Colby Community College. Include any additional information, not requested below, that we should consider when evaluating your proposal.

### **Section 1 – Organization Overview**

1. Provide the full name, address, and phone number of your corporate headquarters and of the individual who is the primary contact for this proposal.
2. On what platform do you issue commercial payment solutions? (i.e. American Express, Visa, MasterCard)? What are the prime benefits of this platform?
3. Describe your experience in expense management, and include the number of years you have been in the expense management business.
4. Please provide your estimated market share surrounding commercial payment solutions.
5. Describe any partnerships or alliances you have in place that may benefit Colby Community College.
6. How does expense management fit into your organization's products and services portfolio?

### **Section 2 – Corporate Travel & Entertainment Card – United States Only**

1. How does your T&E program best support the T&E program goals of Colby Community College?
2. How does your program support Colby Community College's travelers' needs?
3. How do you define T&E card acceptance?
4. Describe your company's merchant enrollment and support programs.
5. How do you ensure that Colby Community College is protected from unauthorized charges?
6. What liability options do you offer?
7. What billing/payment options are available to our organization and our employees?
8. Please describe and/or provide a sample billing statement.
9. Describe any spending controls associated with your program.
10. Describe your 24/7 support structure for our employees.
11. If a cardholder has a dispute or issue with a charge, what is the resolution process and timeline?
12. Describe all cash access (such as ATM) options available to Colby Community College. Can cash access be blocked?
13. Detail all automatic and optional insurance coverage available.



14. Do you offer a rewards program? If yes, please describe the benefits for our organization and the cardholder.
15. Describe any special programs you offer for executives.
16. How can your program help increase employee satisfaction?
17. Describe how you can assist us in recovering value-added taxes paid on international expenses that are billed to the T&E card.
18. Do you offer an automated T&E expense processing tool or do you partner with any software solutions companies? If yes, will your application interface with our Microsoft Dynamics Great Plains?
19. Please describe any declining balance card programs that you offer.
20. Please describe your ability to provide a product to specifically assist with our meeting related spending.
21. Please detail any centralized billing or “ghost” travel related accounts.
22. Are you able to provide us with travel related services in conjunction with your card program? Please describe.
23. What makes your T&E program unique? Why should our organization choose your T&E program?

### **Section 3 - Corporate Procurement – United States**

1. How does your procurement card best support the purchasing goals of Colby Community College?
2. How do you define procurement card acceptance?
3. Describe your company's merchant enrollment and support programs.
4. What account options are available to our organization and our employees (i.e. department or supplier accounts)?
5. How do you ensure that Colby Community College is protected from unauthorized charges?
6. What controls/spending limits are available with your procurement card?
7. Do you have the ability to restrict spending to preferred suppliers? Please describe.
8. What billing/payment solutions are available to our organization and our employees?
9. Describe your 24/7 support structure for our employees.
10. If a cardholder has a dispute or issue with a charge, what is the resolution process and timeline?
11. Define the levels of data captured by your procurement card.
12. How will the program help us to meet regulatory compliance requirements (i.e. 1099, MWDOB)?
13. How does your procurement card program support e-pay/e-procurement initiatives? Please detail the benefits of partnering with your company in this environment.



14. Please give examples of collaboration efforts with other clients that leveraged supplier relationships and program data resulting in cost savings and improved spending control.
15. Please describe any declining balance card programs that you offer.
16. What makes your procurement card program unique? Why should our organization choose your procurement card program?

#### **Section 4 - Electronic B2B Payment Solution**

Please describe your electronic B2B payment solutions, including any unique features that would benefit Colby Community College.

1. Will Colby Community College have access to an online portal to view payment status, cancel, or void a payment?
2. Please describe how your solution will help Colby Community College optimize our working capital and procure to pay processes.
3. How much customization or integration is required to implement your B2B payment solutions?
4. What is the timeline for implementation? What Colby Community College resources will be required?
5. What steps do you recommend in making the transition as smooth as possible?
6. Can Colby Community College consolidate payment methods on this platform? Describe the advantages and disadvantages of each method.
7. For ACH payments, if applicable, how is supplier banking information validated? Is the ACH payment option bank-neutral or is it linked to/dependent upon specific financial institutions?
8. How much time does it take to pay the supplier once Colby Community College sends a payment file?
9. What is the supplier enrollment process?
10. What is required of the supplier to accept a payment using your solution?
11. What additional controls have been put in place to add security around card numbers?
12. Please provide any White Papers or Case Studies describing your B2B payment solutions and the results that your customers have achieved.
13. Please describe any costs to Colby Community College to implement your B2B payment solutions.
14. Do you offer rebates on volume? Do you have high-dollar transaction rebate exclusions? If so, please describe.

#### **Section 5 - Data/Technology**

1. Describe your data retrieval and processing network. How do you ensure data consistency and integrity?





2. Describe your accountability to ensure that technology systems function properly. What resources do you provide to support your technology tools?
3. Do you have a disaster recovery plan in place?
4. Does your program require any client-side software? How are upgrades managed?
5. Describe how your card program will interface with our Microsoft Dynamics Great Plains system. How is data integrated with Colby Community College's systems?
6. Does your program offer online account management for Colby Community College and its employees? Please describe.
7. What reconciliation management tools are available?
8. Describe your reporting tools and how they can benefit Colby Community College.
9. What emphasis is placed on the development of new products/technology and how will this benefit Colby Community College?
10. Describe new expense/payment data/technology solutions that you have recently introduced. How will they benefit Colby Community College?

**Section 6 - Implementation, Account Management, and Support (Please provide a separate answer for each solution you are proposing.)**

1. Describe your implementation strategy for commercial payment solutions.
2. How long does a typical implementation take?
3. What implementation and technology support/resources will you provide? What resources from our organization will be needed to assist you?
4. Provide an outline of your implementation methodology.
5. Will your implementation staff remain actively engaged after initial program set-up and roll-out? If yes, for how long and to what extent?
6. How is your account management team organized? How does this structure benefit Colby Community College? Will your company dedicate regionally-based account management personnel?
7. Please describe the qualifications, including tenure, of the account management personnel that will be assigned to Colby Community College.
8. Do you provide 24/7 customer service? Please describe the services provided to both Program Administrators and cardholders.
9. Is there a formal program review process? What is the timing?
10. Do you have a formal quality-improvement program? If so, describe.
11. Do you monitor performance indicators? If so, what key performance measures do you track?
12. Describe the role/responsibilities of our designated Program Administrator(s).
13. How would you expand our program to new markets and/or commodities?



**Section 7 - Financial Benefits**

1. Explain your financial rebate offer to Colby Community College. Include complete details.
2. Please describe in detail any incentive/rebate reductions based on spending factors such as average transaction size, spend per card, etc. Please also define how speed of payment is calculated.
3. Describe what flexibility is offered regarding payment cycles.
4. Please identify any applicable expense associated with all of the products/services described within your RFP response (i.e. cash access fees, conversion fees, late fees, technology, training, account/program management).
5. How do you partner with customers to drive cost reduction or realize greater program value beyond the traditional incentive plan?
6. What other factors should be considered when quantifying the total value of your program offering?