

# COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 902718

for

## PURCHASING CARD PROGRAM

For complete information regarding this project, see Request for Proposal (RFP) posted at [County of Alameda Procurement Portal](https://procurement.opengov.com/portal/acgov) [https://procurement.opengov.com/portal/acgov] or contact the County representative listed below.

Thank you for your interest!

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General Services Agency (GSA) – Procurement

**RESPONSE DUE**

**2:00 p.m.**

**July 13, 2026**

**Alameda County, GSA-Procurement**

**[County of Alameda Procurement Portal](https://procurement.opengov.com/portal/acgov)**

<https://procurement.opengov.com/portal/acgov>

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## CALENDAR OF EVENTS

### REQUEST FOR PROPOSAL No. 902718 PURCHASING CARD PROGRAM

EVENT	DATE/LOCATION
Request Issued	May 26, 2026
Networking/Bidders Conference	<p>June 3, 2026 @ 10:00 a.m.</p> <p><b>TO ATTEND ONLINE:</b> Please click on the link <a href="#">RFP No. 902718 Bidder's Conference</a> Meeting ID: 258 284 742 926 77 Passcode: ZD3ez2Nb <a href="#">+1 415-915-3950</a> Phone conference ID: 289 901 096#</p>
Written Questions Due via the "Question & Answer" tab of this project in the <a href="#">County of Alameda Procurement Portal</a>	June 4, 2026, by 5:00 p.m.
List of Attendees	June 5, 2026
Questions & Answers Issued	June 29, 2026
Addendum Issued [only if necessary to amend RFP]	June 29, 2026
Response Due and Submitted through <a href="#">County of Alameda Procurement Portal</a>	<p>July 13, 2026, by 2:00 p.m. Followed immediately by online Public Bid Opening which can be joined here: <a href="#">RFP No. 902718 Public Bid Opening</a> Meeting ID: 244 742 374 343 68 Passcode: oZ2jv7HJ <a href="#">Phone number and conference id for bidders conference meeting</a> Phone conference ID: 738 627 326#</p>
Evaluation Period	July 13, 2026 –August 28, 2026
Optional Vendor Interviews	Week of August 3, 2026
Notice of Intent to Award Issued	August 24, 2026
Board Consideration Award Date	September 15, 2026
Contract Start Date	April 1, 2027

**NOTE: All dates are tentative and subject to change.**

**Alameda County Vendor Outreach**

Wednesday, May 27, 2026  
10:30 a.m. – 11:30 a.m.

**TO ATTEND ONLINE:**

**Vendor Outreach**

Call-in: +1 415-915-3950  
Conference ID: 504 517 635#

**COME MEET ALAMEDA COUNTY'S  
PROCUREMENT TEAM!**

This public event is not specific to any RFP, where vendors can speak with GSA professionals, get to know them, and learn more about contracting opportunities with the County.

These are usually conducted on Wednesdays. Dates and locations can be confirmed by checking at

**Upcoming Events**

[<https://gsa.acgov.org/do-business-with-us/upcoming-contracting-events/>]

**COUNTY OF ALAMEDA**  
**REQUEST FOR PROPOSAL No. 902718**  
**SPECIFICATIONS, TERMS & CONDITIONS**  
**for**  
**PURCHASING CARD PROGRAM**

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**I. STATEMENT OF WORK**

**A. INTENT**

It is the intent of these specifications, terms, and conditions to describe the purchasing card (P-Card) program being requested by the County. The program must provide an efficient, cost-effective method of purchasing and paying for small purchases (currently identified as purchases valued up to and including \$3,000), simplify the purchasing process, reduce paperwork, lower administrative costs, and increase the County’s ability to monitor P-Cards.

The County intends to award a three-year contract (with the option to renew for two years) to the Bidder selected as the most responsive and responsible Bidder whose response conforms to the RFP and meets the County’s requirements.

**B. SCOPE/BACKGROUND**

The County of Alameda implemented a purchasing card program in 1997 to provide an alternative procurement tool for the purchase of goods and services, as required, by some of its approximately 9,000 employees. The County’s current purchasing card program consists of approximately 2,786 cardholders across 25 County business units, with 6,265 primary points of contact/managing accounts (Department Purchasing Card Administrators). The County’s current program allows charges of up to \$3,000 per single transaction and averages over \$7,000,000 in annual purchases. The County earns an incentive payment in the form of a rebate check on program activity. The County may require changes to the single-transaction limit during the proposed term of any contract awarded as a result of this RFP.

**C. BIDDER QUALIFICATIONS**

**1. BIDDER Minimum Qualifications**

a. Bidder must have been regularly and continuously engaged for the last three (3) years in the business of providing purchasing cards for government entities of equal or greater in size than the County of Alameda and that meet or exceed the parameters below as evidenced by documentation submitted in the bid response packet. At least five (5) of the organizations that the Bidder is providing current services to must include the following parameters:

- (1) 5,000 – 9,000 employees;
- (2) 65 customer primary points of contact/managing departments accounts; and

- (3) A minimum of 250 - 300 cardholders.
- b. Bidder must be a Federal Deposit Insurance Corporation (FDIC)-insured, credit-card issuing commercial bank, credit union, or savings institution. Bidder must have obtained a Community Reinvestment Act (CRA) rating of satisfactory or above (outstanding) as of the most recent evaluation and examination by its federal financial supervisory agency. Information regarding the rating system can be found at: [CRA Ratings](#)
- c. Bidder must provide a complete copy of its most recent Call Report as filed with the Federal Financial Institutions Examination Council (FFIEC). The submitted report must reflect the latest reporting period available at the time of proposal submission and be identical to the version filed with the FFIEC.
- d. Bidder must possess all permits, licenses, and professional credentials necessary to supply products and perform services specified under this RFP. Unless noted otherwise in the RFP, for example the item(s) stated above, including any Addendum, Bidder is not required to submit copies or verification of the permits, licenses and credentials; however, Bidder must provide such proof if requested by County.

D. SPECIFIC REQUIREMENTS

1. Definitions. Terms shall have the following means as they are used in this RFP:
  - a. "Agency" means a County of Alameda agency or department.
  - b. "Agency or Department P-Card Administrator" means the individuals within each department responsible for management and administration of the purchasing card program for a County department or agency. Responsibilities include responsibility for the initial authorization to apply for a purchasing card for an individual employee and submission of data. "Agency" and "Department" may be used interchangeable, and both terms shall have the same definition/meaning.
  - c. "Contractor" means the successful bidder that is awarded the contract resulting from this RFP.
  - d. "County's Financial Management System" or "FMS" means the system used by the County that is a modified PeopleSoft system.
  - e. "County P-Card Administrator", also referred to as the "Countywide Administrator", means the GSA management administrator responsible for overseeing the County purchasing card program. This person's duties

include reviews and approval of all requests for new purchasing credit cards, requests for renewals and requests for waiver of any restriction.

- f. "Department" means a County of Alameda Department or Agency.
  - g. "P-Card" or "Purchasing Card" means the purchasing credit card issued to an employee of the County for making purchases or payments on behalf of the County.
  - h. "P-Card Account" or "Purchasing Card Account" means the account for a specific purchasing credit card issued to an employee of the County for making purchases or payments on behalf of the County.
2. Contractor must deliver a secure, scalable, and fully integrated P-Card program that streamlines small-dollar purchasing, reduces administrative burden and costs, enhances real-time oversight and reporting, ensures compliance and fraud controls, and provides measurable financial returns to the County through rebates and operational efficiencies.
3. The proposed P-Card program must contain the following features, and Bidder's proposals should address how they will meet each requirement:
- a. Commercial Card Agreement – Contractor must provide their schedule of fees in the form of a commercial card agreement which must be fully demonstrated in the bid response packet.
  - b. Direct Cash Rebate
    - a. The program must include a rebate offering. Other program incentives may be offered. Rebates to be calculated using the aggregate County P-Card spending for its fiscal year and County must receive rebate checks no later than August 15<sup>th</sup> following conclusion of each fiscal year. The County's fiscal year begins July 1<sup>st</sup> and ends June 30<sup>th</sup>. Other rebate payment receipt schedules (e.g., bi-annually, quarterly, and monthly) may be proposed.
    - b. Bidder is to fill in the online bid form with the rebate percentages available based on the yearly dollar volume.
    - c. Bidder is to fill in the table listed in the
  - c. Credit Setup

The Contractor must provide a line of credit to the County, as a whole, sufficient for its purchasing needs; the overall County credit limit will be apportioned to the individual Agencies sufficient for their needs,

pursuant to the designation by the Countywide P-Card Administrator. Agency monthly credit limits currently range from \$3,000 to more than \$500,000, with a small number of cards having an unlimited credit line depending on the volume of spending and are subject to change based upon situational need. Contractors must obtain speedy, and in no event more than 3 calendar days, approval for specific agency credit limits changes.

- d. Secure internet Based Card and Report Management System: The system must allow for quick updates and business rule changes, as the County deems necessary, and must include the capability to interface with the County's Financial Management System (FMS). Bidders must provide solutions and detailed explanation of their experience with Application Planning Interfaces (API) connections and Enterprise Resource Planning (ERP) connections.
4. Minimum Functions for secure internet Based Card and Report Management System: The following are the fundamental minimum prerequisites for the system, however, the County may require additions/modifications during the term of the contract:
- a. The proposed solution must include an online application platform with single sign on functionality, that enables applicants to submit, track, and manage their applications electronically. The system must support a multi-level approval workflow that aligns with the County's internal organizational hierarchy and operation processes.
  - b. The system must allow for configurable approval hierarchies (e.g., applicant → supervisor/department head → program administrator).
  - c. Each level of approver must be able to review, comment, approve, or reject applications electronically.
  - d. The workflow must automatically route applications to the next approver based on predefined business rules and organizational structure.
  - e. The system must include email and/or dashboard notifications for pending approvals, status changes, and completed actions.
  - f. The platform must provide audit tracking for all application and approval activities, including timestamps and user identification.
  - g. The system must allow authorized administrators to modify workflow configurations (e.g., add or remove approval levels, change approver assignments).

- h. The online application and approval process must be accessible via standard web browsers and comply with Americans With Disabilities Act (ADA) accessibility standards
- i. The solution must offer reporting and analytics capabilities for monitoring approval timelines, bottlenecks, and overall application processing efficiency.
- j. Customization. Customized names of field headers such as object code and budget code. This shall include Merchant Category Code (MCC)/object code matches.
- k. Passwords that provide username/password access including over the internet in a secure manner including the following:
  - a. Password/logon ID's for authorized P-Card Administrator.
  - b. Controlled access to the identified P-Cards Account by authorized Agency P-Card Administrator(s).
- l. Profiles. Card profiles, settings and ability to manage them.
- m. Workflow Hierarchy. Provide a workflow/program hierarchy within the card-management system including the ability to create an oversight hierarchy wherein County staff are assigned varying roles and responsibilities as established by the County's needs and policies;
- n. Standardized/customizable reports: Allow designated County staff to access, download and/or print standardized reports as well as create customized reports to provide requisite Agency/Department-specific data for auditing and monitoring purposes;
- o. Notifications: Email notifications and reminders for pending activations, required actions, past due balances, pre-suspension, fraud, availability of new statements and other notices as needed with the following:
  - a. Pending activations
  - b. Required Actions
  - c. Past due balances
  - d. Pre-Suspension
  - e. Fraud

- f. Availability of new statements
  - g. Other notifications as needed – e.g. Contractor notices for additional posting information, late payment acknowledgement, etc.
  - p. Integration. Provide immediate and efficient integration capability between Contractor’s P-card-management system and the County’s FMS;
  - q. Budget Tools. Provide cost-allocation/general ledger capabilities, enabling users to allocate different budgets to individual transactions using budget codes for review and approval; and
  - r. Data Retention. Retain all card related data, such that it is accessible by the County, for the entire contract term including any information and copies that are required for auditing purposes, including but limited to documentation as may be required by the IRS. Upon termination of contract, immediately provide all data to County, in a format that can be accessed, searched and downloaded, including images. Upon request of County, provide data in a format that can be accessed, searched and downloaded, including images for a specified time period including but not limited to annual reporting.
5. Online Functionality for Agency P-Card Administrators - Contractor must provide a secure internet based system that allows County P-Card Administrators to perform the following administrative tasks, including, but not limited to:
- a. Card termination/cancellation/suspension – that is effective instantaneously;
  - b. Card spending limit changes – that is effective instantaneously;
  - c. New user and card creation – the Contractor shall deliver new cards within seven (7) calendar days of secure internet based request from County;
  - d. Change of address – that becomes effective within two calendar days;
  - e. Change of program/user hierarchy – that is effective instantaneously;
  - f. Restrictions – restrict or allow usage of an individual P-Card that is effective immediately, including but not limited to spending limits and Merchant Category Codes (MCC);

- g. Real time review of card activities and usage reports. This review will include breakdowns by charges and credits. The data should be available for review on a daily basis; and
  - h. Allow designated County staff to view P-Card transactions and all related data as soon as they are posted to the Contractor's system, which shall in no event be more than 48 hours after transactions occur.
6. Controls/Restrictions
- a. Contractor must maintain card use/system controls and restrictions to prevent the improper use of cards, including controls that as designated by the County, for individual departments and for all P-Cards.
  - b. The Agency P-Card Administrator will determine how the cards will be used, consistent with the terms of the contract, and within the County's single per-transaction dollar limit.
  - c. Cash advances are strictly prohibited, and Contractor must ensure that they are not allowed.
  - d. Contractor will place additional restrictions on individual P-Cards as requested by County, including but not limited to the following:
    - (1) Single per-transaction dollar limits, up to the Countywide single transaction limit;
    - (2) Number of credit card authorizations per day;
    - (3) Number of credit card transactions per billing cycle;
    - (4) Transaction dollar limits per billing cycle;
    - (5) Authorization tied to budget limits; and
    - (6) Restriction on the types of merchants with which the card may be used.
7. Contractor must provide the Agency P-Card Administrators with the following access and authority:
- a. Contact the Contractor directly to make specific account changes or queries on behalf of that Agency's cardholders (i.e. status of ordered cards, change of spending levels, etc.).



- a. Bidders must identify existing general ledger capabilities of its card management system, such as the number of fields and the number of characters that can fit into each field. Moreover, the Bidders must describe their system's ability to modify the number of fields should the County require such additional fields.
  - b. Application Functionality Improvement Schedule
    - a. In the event the Contractor's online card-management system undergoes functional improvements during the contract term, the Contractor must notify the Countywide P-Card Administrator of prior to making such improvements, allowing the Administrator to evaluate the impact of the changes and assist Agencies in accommodating the changes. The notification of substantial changes to the online system must be made to the County no later than 90 days prior to the change.
12. Implementation Plan and Schedule – Contractor must possess requisite experience and capability with transitions of large organizations from use of another purchasing card provider to their services to ensure it is seamless, orderly, and presents no disruptions of P-Card utilization, temporary or otherwise. Bidder's proposals must include a transition strategy work plan that includes, but is not limited to the following:
- a. Transition Strategy
    - a. Contractor must provide, at their cost, a smooth transition of purchasing card services from the County's current vendor to services provided by Contractor, including at minimum the following: A detailed, written plan outlining specific transition activities, tasks and timeframes;
    - b. Account setup, card production, and card delivery to the Countywide P-Card administrator for distribution in advance of the date that Contractor's cards will begin to be used;
    - c. Establishment of reporting and payment hierarchies in the card-management and reporting system;
    - d. Training of County staff;
    - e. Mapping and migration of all legacy P-Card data; and
    - f. Contractor will manage a one-time transition of all Agencies and Cardholders currently using P-Cards to the Contractor's program.

The County invites proposers to recommend other transition strategies if they are available.

- b. Contractor Transition and Support
  - a. Contractor must provide experienced personnel, dedicated solely to assisting the County, including the Countywide P-Card Administrators, in conducting and managing a successful transition from the current program's P-Card provider to the new P-card Provider. The resources assigned to the County by the Contractor must have the ability to reach out to the Contractor's senior managers in order to resolve matters which would otherwise impede the transition process within the agreed upon project plan timeframes. Such tasks for vendor transition support shall include, but are not limited to:
    - (a) Training for County personnel on the Contractor's card-management system;
    - (b) Work with County personnel to customize Contractor's card management system to meet the County's needs, if required.
    - (c) Contractor must assign a dedicated Program Transition Manager, who will provide the following support during the initial phase of the transition:
      - i. Coordinate all Contractor resources;
      - ii. Manage communications with the County; and
      - iii. Ensure all deliverables are met and adhere to the terms of the contract and work plan.
      - iv. The Contractor must provide a dedicated team leader to manage the entire aspect of the transition, both logistically and technically. This person will work closely with the organization to marshal all resources to ensure the transition is smooth and any issues are resolved in a timely manner.
- c. Contract Succession Transition

- (1) At the end of the contract term(s), if necessary, the Contractor must furnish training with a successor vendor to effect a cooperative, orderly, and seamless transition to any successor. Upon the County's written request, the Contractor must furnish a phase-in–phase-out plan up to 365 calendar days prior to the expiration of this contract. The Contractor must furnish a complete master file, in a format (electronic and/or hard copy) agreeable to the County, of all accounts, to any successor no less than 90 days prior to the end of the contract. The Contractor must also settle all account related transaction disputes to the satisfaction of County prior to the end of the contract. The Contractor's responsibility for settling all transaction disputes survives the expiration of this contract.

13. Card Design/Logo

- a. The Contractor must issue new, inactivated cards to the County P-Card Administrator. The Contractor must work with the County in the designing/branding of the new cards. The Bidder's proposal must include a project plan that includes:
  - (1) Proposed Card design.
  - (2) Prominent indication that the card is a County of Alameda Government Procurement/Purchasing Card and placement of the Alameda County emblem on the plastic to avoid it being mistaken for a personal credit card;
  - (3) Phrase for OFFICIAL USE ONLY prominently displayed on the card;
  - (4) Contractor contact information (i.e. customer service or lost/stolen telephone number) for the cardholder on the back of the card; and
  - (5) The Cardholder's name and his/her Agency/Department name.
  - (6) Identification of any needed County Data and the method of collection.
  - (7) How Agency account(s) will be set up.
  - (8) Proposed Card production.
  - (9) Card delivery to the County P-Card Administrator.

- (10) In the event that the customized card design/logo will delay the issuance of the first batch of cards, interim cards must be issued to existing Cardholders with all the information, as listed above, except for the Cardholders' Agency/department name.

14. Card Distribution

- a. All P-Cards issued by the Contractor will be sent to the Countywide P-Card Administrator, inactivated, at a designated location for distribution to Agency staff. Issued cards must not be sent via first class mail but must be sent via traceable/trackable shipping method (i.e. Fed Ex or UPS).

15. Hierarchy Development Within the Card-Management System

- a. Contractor must work with the County and the current card P-Card provider to transition to a hierarchy format within the Contractor's card-management system (i.e. Administrator, Approver, or Cardholder).

16. Additional or Replacement Card Distribution

- a. The distribution of any additional or replacement cards will be handled in the same manner as with the initial distribution of cards. All cards must be sent inactivated to the Countywide P-Card Administrator at a designated location for distribution to Agency staff. Issued cards must not be sent via first class mail but must be sent via traceable/trackable shipping method (i.e. FedEx or UPS).

17. Lost and/or Stolen Cards

- a. Contractor must provide a 24-hour contact phone number to report lost or stolen cards. The Contractor must provide immediate cancellation and emergency issuance of a replacement for the reported lost or stolen card. Replacement cards must be replaced within 48 hours of being reported lost or stolen in non-emergency situations and be sent to the Countywide P-Card Administrator.

18. Transaction Dispute Resolution

- a. Contractor must offer a transaction dispute resolution process pursuant to industry best practices. Bidder must describe the mechanism for the County Cardholders wishing to dispute charges attributed to their purchasing cards. The transaction review process must be completed by the Contractor within ninety (90) days of the dispute. The dispute resolution process will include:

- (1) How to file a transaction dispute;
- (2) Required documentation; and
- (3) Handling of charges and payments pending resolution during the dispute process.

19. Escalation Process

- a. Contractor must provide details of the escalation process that will be developed to resolve any potential conflicts between P-Card stakeholders and the Contractor's personnel. Such a procedure must include a mechanism to escalate the matter to the dedicated call center personnel's supervisor and to the County's dedicated account manager.

20. Billing Cycle/Payment Deadlines

- a. During the transition, the Contractor must work with the County to establish billing cycle dates and payment deadlines for the contract term.
- b. Minimum Payment timeframe must be 30 calendar days, with an additional 30 calendar days grace period allowed with no penalty for late payments.
- c. Penalty Fees for late payments must be effective after the 30 calendar day grace period – total of 60 calendar days for payments allowed without penalty.

21. Card Usage

- a. Liability Waiver
  - (1) Contractor must assume all liability for any unauthorized use of cards, and for account numbers, etc. that are fraudulently used, lost or stolen, pursuant to industry wide best practices.

22. Card Insurance

- a. Contractor must obtain and maintain standard insurance for purchasing cards pursuant to industry wide best practices.

23. Ongoing Program Requirements

- a. As required below, Contractor must assign a dedicated account manager to fully support the County through the term of contract. The account manager must be familiar with the contract, the County and the

provisions of services. In addition to the requirements below, the account manager shall be available to the County as the primary contact and must provide services including following:

- (1) Coordinate all Contractor resources;
- (2) Manage communications with the County;
- (3) Be available for escalation of disputes; and
- (4) Ensure all deliverables are met and adhere to the terms of the contract and work plan.

24. Dedicated Customer Service Representatives

- a. Contractor must provide dedicated call center resources for the County so that the Countywide P-Card Administrator, Agency P-card Administrators, and other County staff are able to work with at least two resources familiar with the County's program. These resources must be available during the County's normal business hours (8:00 a.m. – 5:00 p.m. Pacific Time) excluding weekends and County designated holidays - <https://www.acgov.org/government/holidays.htm> . Additionally, the Contractor must provide contact information to address after hour emergency needs.

25. Mid-Cycle Account Changes

- a. Contractor must provide a procedure for managing/reconciling accounts when changes occur during a billing cycle, such as a Cardholder changing Agencies, with minimum disruption to service.

26. Integration Support

- a. Contractor must provide support to assist the County with planning, developing, and implementing its P-card/FMS integration. Support must include, but is not limited to, requisite expert resources, data mapping and migration assistance, and an ongoing process for securely transmitting P-card data from the Contractor's card-management system to FMS.

27. Electronic Billing File

- a. Contractor must, at a minimum, provide billing files electronically for an interface to the County's FMS. Such files must contain all requisite P-card purchase information, as identified by County. All interfaces to and from the FMS system, which would potentially cause any change to the data,

must be approved by the County. In the case of accounting interfaces, the Alameda County Auditor-Controller and Information Technology Department (ITD) must approve all interfaces with the accounting data.

- b. Contractor must provide an electronic billing file of all transactions for the card cycle formatted according to the needs of the County. The Contractor must work with the County to define the process for cost allocation, workflow, approvals, and mapping to the General Ledger and payment. The Contractor must work with the County to create and test such a file and thereafter transmit the data file on at least a daily basis in a secure and reliable manner, in accordance with County requirements and standards. The Contractor must make all changes to the billing file format in the future, if requested to do so by the County.

28. Level I, II, III Data

- a. Contractor must work with the County to determine the feasibility and requirements for accessing Level I, II, and III data.
  - (1) Level I card data is typically associated with transactions and limited purchase data returned to the cardholder. Level I purchasing card data includes the same information captured during a traditional credit card purchase transaction. This includes total purchase amount, date, merchant category code and supplier/retailer name.
  - (2) Level II purchasing card data includes the same information captured at Level I, plus the following: sales tax amount, customer's accounting code, merchant's tax ID number, applicable minority – and women-owned business status and sales outlet ZIP code.
  - (3) Level III purchasing card data includes the same information captured at Levels I and II, plus the following: quantities, product codes, product descriptions, ship to ZIP, freight amount, duty amount, order/ticket number, unit of measure, extended item amount, discount indicator, discount amount, net/gross indicator, tax rate applied, tax type applied, debit or credit indicator and alternate tax identifier. Level III is a comprehensive line item detail. This data is equivalent to the information found on an itemized invoice.

29. Training for County Designated Employees

- a. Contractor's bank technology expert must provide appropriate technical training and material to County personnel. Such training shall be developed at the cardholder, and administrative levels and include, but not be limited to:
    - (1) Card administration procedures;
    - (2) Benefits and features of the cards;
    - (3) Generating online reports and duplicate statements;
    - (4) Contractor's technology for cost allocation process;
    - (5) Format and contents billing;
    - (6) File delivery process;
    - (7) Quality assurance on file delivery process and contents; and
    - (8) Customization required for Level I, II and III data configuration.
30. Training for Administrators and Cardholders
- a. Contractor must provide on-site, computer based and web-based training for County-designated Staff. The training classes shall be conducted, at a minimum, once a week, for approximately the first six months of the contract. Additional trainings must be provided as requested by County. The County will provide space for classes. Classes will have no fewer than ten and no more than 25 participants.
  - b. Training must include, but not be limited to:
    - (1) Card administration (i.e. hierarchy development within the card-management system, etc.);
    - (2) Card use issues (i.e. transaction dispute resolution, card misuse procedures, lost/stolen card issues, etc.);
    - (3) Accessing, modifying, scheduling, and printing Agency reports; and
    - (4) Training curricula must be designed in "train the trainer" format and shall be similar in content and format to web-based training, which is also required. Bidders may suggest other training formats.

31. Ongoing Training
  - a. In addition to the initial program training, the Contractor must provide ongoing training and/or remedial support for all County P-Card appointed staff. This support must include face-to-face, teleconference, and recorded presentations as well as electronic materials (i.e. FAQs, manuals, etc.).
32. Contractor must be committed to community investment and be socially responsible. Bidder will demonstrate this commitment and social responsibility by providing examples of community reinvestment initiatives, goals, and end results for similar clients such as local hiring, local sponsorship of community event, philanthropy, etc.
33. Bidder must agree and include in their proposal an initiative to start a program, or a program, which is currently being conducted in Alameda County that promotes healthy and strong communities such as community reinvestment initiatives, goals, local hiring, local sponsorship of community event, philanthropy, etc.

E. DELIVERABLES / REPORTS

1. Management Reports

Contractor must provide reporting capability via a secure, internet-based solution that meets the County's security requirements for internet viewing of financial information and transaction monitoring. The system must provide designated County staff the ability to view P-Card transaction information using username/password-protected access. In addition to providing reporting capability, the Contractor must work directly with the Countywide P-Card Administrator and Agency P-Card Administrators to develop customized Agency reports that fulfill both current and future County and individual Agency requirements.

a. Program Management Reports

Contractor must provide via its online card-management system reports, that include but are not limited to:

- (1) Cardholder/business units/ Agency and County spend analysis.
- (2) Miscellaneous reports as requested by the County.
- (3) Merchant data analysis including ethnicity and gender for Small, Local and Emerging (SLEB) merchants within Alameda County.

- (4) Exception reports (i.e. declined transactions, disputed transactions, etc.).
  - (5) Cardholder transaction reports including Level I, II, and III detail.
  - (6) Financial settlement reports.
  - (7) Monthly billing.
  - (8) Agency and business unit expenditure data, as required by each Agency.
  - (9) A summary report statement to each Cardholder each month.
  - (10) A consolidated Agency statement each month to the Agency P-card Administrator or their designee.
  - (11) Delivery of electronic statements for each individual Cardholder and a consolidated electronic statement of all Agency transactions for delivery to the Agency P-Card Administrator following conclusion of each billing cycle; and
  - (12) Online queries for individual cardholder statements must be provided with a printable format option.
- b. 1099 Reporting and Reporting Tools
- (1) The merchant reporting tool must be available via an online portal, updated quarterly, and accessible to County designated staff.
  - (2) The merchant reporting online portal must have hierarchy security in place allowing individual cardholders, and County departments' access to their specific transaction information while allowing administrative staff access to all transaction information or for a specific group. The report must include, but may not be limited to, the following data: merchant name, merchant address, taxpayer ID number, total sales, SIC/MCC number.
- c. Level I, II and III Reports
- (1) Contractor must provide user transaction reports including Level I, Level II and Level III detail.

F. BIDDERS CONFERENCE(S)/VENDOR OUTREACH

1. The Bidders Conference(s) held on the date(s) specified in the Calendar of Events will have online conference capabilities for remote participation. Bidders can opt to participate via a computer with a stable internet connection (the recommended Bandwidth is 512Kbps) at:

**RFP No. 902718 Bidder's Conference**

Meeting ID: 258 284 742 926 77

Passcode: ZD3ez2Nb

[+1 415-915-3950](tel:+14159153950)

1. Phone conference ID: 289 901 096#Vendor Outreach is usually conducted on Wednesdays at [Vendor Outreach Link](#) (Call-in: +1 415-915-3950; Conference ID: 504 517 635#). Dates and locations can be confirmed by checking at: [Upcoming Events](#) [<https://gsa.acgov.org/do-business-with-us/upcoming-contracting-events/>].
2. Information regarding the RFP will be presented during the conference(s). To get the best experience, the County recommends that Bidders who participate remotely use equipment with audio output such as speakers, headsets, or a telephone.
3. Bidders Conference(s) will be held to: Provide an opportunity for Small Local Emerging Businesses (SLEBs) and large firms to network and develop subcontracting relationships to participate in the contract(s) that may result from this RFP. Provide an opportunity for Bidders to request clarification on this RFP and ask specific questions about the project, goods, and services.
  - a. Provide Bidders an opportunity to view a site, receive documents, etc., necessary to respond to this RFP.
  - b. Provide the County with an opportunity to receive feedback related to this RFP.
4. The Bidders Conference(s) Attendees List will be released in a separate document.
5. Written questions submitted by the stated deadline will be addressed in a posted RFP Questions and Answers (Q&A) following the Bidders Conference(s). Should there be a need to amend or revise the RFP, an Addendum will be issued. Any verbal statements, including at any Bidders Conference(s) are not binding. Only the written documents will be binding.
6. Questions regarding these specifications, terms, and conditions are to be submitted in writing through the "Question & Answer" tab of this project in the

[County of Alameda Procurement Portal](#) by 5:00 p.m. on the date specified in the Calendar of Events.

7. Attendance at the Bidders Conference(s) and Vendor Outreach are highly recommended but are not mandatory. Vendors who attend the Bidders Conference(s) will be added to the Vendor Bid List.

## II. COUNTY PROCEDURES, TERMS, AND CONDITIONS

### G. EVALUATION CRITERIA / SELECTION COMMITTEE

1. **Initial Evaluation (Completeness of Response and Debarment and Suspension).** All proposals will first be reviewed to determine if they pass the initial Evaluation Criteria (Section A), which are determined on a pass/fail basis.
2. **Evaluation by County Selection Committee.** All proposals that have passed the initial Evaluation Criteria will be evaluated by a County Selection Committee (CSC). The CSC may be composed of County staff and other parties that may have expertise or experience related to the goods or services that are being procured. The CSC will score the proposals according to the Evaluation Criteria set forth in this RFP. Other than the initial pass/fail Evaluation Criteria, the evaluation of the proposals will be within the sole judgment and discretion of the CSC.
3. **Unrealistic Bids.** Bidders should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments or unrealistically high or low in cost may be deemed reflective of an inherent lack of technical knowledge or indicative of a failure to comprehend the complexity and risk of the County's requirements as set forth in this RFP.
4. **Price Discrepancy.** In the case of a discrepancy between the unit price and an extension, the unit price will be used for evaluation purposes.
5. **Evaluation Criteria Descriptions.** The items listed in the Evaluation Criteria should be considered as minimum requirements. All information contained in a proposal and presented in vendor interviews (if there are interviews) will be considered during the evaluation process and included in scoring within the appropriate Evaluation Criteria.
6. **Evaluation Scores.** Proposals will be evaluated and scored on the zero to five-point scale within each Evaluation Criteria below. Scores for all Evaluation Criteria (see the section below) will then be added, according to their assigned weight (below), to arrive at a weighted score for each proposal. A proposal with a higher-weighted total will be deemed of higher quality than a proposal with a lesser-weighted total.

7. **Shortlist Process.** The evaluation process may include a two-stage approach including a preliminary evaluation of the written proposal and preliminary scoring to develop a shortlist of Bidders that will continue to the final stage of optional vendor interview, and reference checks. The preliminary scoring will be based on the total points, excluding any points allocated to references, and optional vendor interview. The three (3) Bidders receiving the highest preliminary scores may advance to the next evaluation phase. All other Bidders will be deemed eliminated from the process. All Bidders will be notified of the shortlist participants; however, the preliminary scores at that time will not be communicated to Bidders.
8. **Reference Checks.** The County reserves the right to conduct reference check(s) on all Bidders who submitted a bid proposal. The CSC will then score the reference check(s), as identified in the Evaluation Criteria below, which will then be included in the final score.
9. **Optional Vendor Interviews.** The County may, in its sole discretion, conduct vendor interviews. Should the County opt to conduct a vendor interview, the interview may include responding to standard and specific questions from the CSC regarding the Bidders' proposal. Whether or not a shortlist process is used, the score of any evaluation criterion below may be revised or informed based on the vendor interview.
10. **Final Score.** The final maximum score for any procurement is 550 points, including the possible 50 points for local and small, local and emerging, or local preference points (maximum 10% of the final score; derived from 5% for local preference and 5% for either Small and Local or Emerging and Local preference). Proposals will be ranked by their final scores.
  - a. Without Vendor Interview. In procurements where there are no vendor interviews, the score received by the evaluation of the written proposal with the references score added will be the final score.
  - b. With Vendor Interview. In procurements where there are vendor interviews, the CSC will consider the interview and may adjust the scores received by the evaluation of the written proposal which, with the reference scores added, will be the final score.
11. **Contact During Evaluation Process.** All contact during the evaluation phase must be through the GSA-Procurement department only. Bidders must neither contact nor lobby CSC during the evaluation process. Attempts by Bidders to contact and/or influence members of the CSC may result in disqualification of Bidders.

12. **Determining Award.** As a result of this RFP, the County intends to award a contract to the highest-ranked responsible Bidder(s), as determined by the combined weight of the Evaluation Criteria, whose response conforms to the RFP and whose bid presents the greatest value to the County considering all Evaluation Criteria. The combined weight of the Evaluation Criteria is greater in importance than the cost in determining the best value to the County. The County may award a contract of higher qualitative competence over the lowest priced response.

13. The zero to five-point scale range is defined as follows:

0	Not Acceptable	Non-responsive, fails to meet RFP specifications. The approach has no probability of success. If the unmet specification is a mandatory requirement, this score may result in the disqualification of the proposal.
1	Poor	Below average, falls short of expectations, is substandard to that which is the average or expected norm, has a low probability of success in achieving objectives per RFP.
2	Fair	Has a reasonable probability of success; however, some objectives may not be met.
3	Average	Acceptable and likely to achieve all objectives in a reasonable fashion per RFP specification. This will be the baseline score for each item with adjustments based on the interpretation of the proposal by CSC members.
4	Above Average / Good	Better than that which is average or expected as the norm. Excellent probability of success in achieving all objectives of the RFP requirements and expectations.
5	Excellent / Exceptional	Exceeds expectations, is very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success in achieving all objectives and meeting RFP specifications.

14. The Evaluation Criteria and their respective weights are as follows:

	Evaluation Criteria	Weight
A.	<p><b>Completeness of Response:</b></p> <p>Responses to this RFP must be complete. Responses must address all the requirements identified within this RFP and all related documents, including any Addenda. Failure to meet the Bidder Minimum Qualifications may also be considered an</p>	Pass/Fail

	incomplete response and may result in the disqualification of the Bidder.	
	<p><b>Debarment and Suspension:</b></p> <p>Bidders, its principal, and named subcontractors are not identified on the list of Federally debarred, suspended, or other excluded parties located at <a href="http://www.sam.gov/SAM">www.sam.gov/SAM</a>.</p>	Pass/Fail
B.	<p><b>Cost:</b></p> <p>The points for Cost will be computed by dividing the amount of the lowest responsive and responsible bid received by each Bidder’s total proposed cost.</p> <p>Cost evaluation points may be adjusted by considering:</p> <ol style="list-style-type: none"> <li>1. Reasonableness (i.e., how well does the proposed pricing accurately reflect the Bidder’s effort to meet requirements and objectives?)</li> <li>2. Realism (i.e., is the proposed cost appropriate to the nature of the products and/or services to be provided?).</li> <li>3. How competitive and advantageous is Bidder’s proposed rebate structure based on the County’s anticipated annual spend volume?</li> </ol>	15 Points
C.	<p><b>Description of Proposed Services:</b></p> <p>Proposals will be evaluated considering the RFP specifications below:</p> <ol style="list-style-type: none"> <li>1. How well does the proposal demonstrate a comprehensive and integrated P-Card solution that meets the County’s functional and technical requirements?</li> <li>2. To what extent does the proposed system provide robust controls, security features, and fraud prevention capabilities?</li> <li>3. How effectively does the solution support real-time monitoring, reporting, and data analytics (including Level I, II, III data)?</li> <li>4. How flexible and configurable is the proposed card-management system to accommodate County-specific workflows, hierarchies, and policy changes?</li> <li>5. How well does the proposal address system integration with the County’s Financial Management System (FMS) and future scalability needs?</li> </ol>	20 Points

	<p>6. How well does the bidder demonstrate a dedicated customer service team, including knowledgeable call center resources available during required business hours, a defined process for responding to customer requests (including user interface updates), and clear after-hours emergency support procedures?</p>	
<p>D.</p>	<p><b>Implementation Plan and Schedule:</b></p> <p>Evaluation will include the likelihood that Bidder’s implementation plan and schedule will meet the County’s schedule and is reasonable. Identification and planning for mitigation of risks that Bidder believes may adversely affect any portion of the County’s schedule may be considered.</p> <ol style="list-style-type: none"> <li>1. How clear, detailed, and feasible is the proposed transition and implementation plan, including timelines and key milestones?</li> <li>2. To what extent does the plan minimize disruption to current County operations and ensure continuity of P-Card usage?</li> <li>3. How well does the bidder define roles, responsibilities, and resources (e.g., transition manager, support team) for implementation?</li> <li>4. How comprehensive is the approach to data migration, system configuration, and integration with existing County systems?</li> <li>5. How effective is the proposed training plan in preparing administrators and cardholders for successful adoption?</li> </ol>	<p style="text-align: right;">15 Points</p>
<p>E.</p>	<p><b>Relevant Experience and Community Involvement:</b></p> <p>Proposals will be evaluated, including considering the RFP specifications and the questions below:</p> <ol style="list-style-type: none"> <li>1. How well does the Bidder demonstrate experience managing P-Card programs of similar size, complexity, and public-sector scope?</li> <li>2. To what extent do the Bidder’s referenced clients align with the County’s scale (e.g., number of employees, cardholders, departments)?</li> <li>3. How strong is the Bidder’s track record in delivering successful implementations and transitions for comparable organizations?</li> </ol>	<p style="text-align: right;">20 Points</p>

	<ol style="list-style-type: none"> <li>4. How relevant is the bidder’s experience with system integrations (e.g., ERP/API connections) similar to the County’s environment?</li> <li>5. How effectively does the bidder demonstrate past performance in delivering measurable outcomes such as cost savings, rebates, or process efficiencies?</li> <li>6. Philosophy on Community Investments - Does the organization show demonstrated experience with programs that implement and promote a corporate philosophy of community investments and healthy communities?</li> <li>7. Does the bidder’s electronic online customer interface allow for a scalable, flexible, and fully automated solution for the County P-Card administrative back office services?</li> </ol>	
F.	<b>References (See Exhibit A – Bid Response Packet)</b>	10 Points
G.	<p><b>Understanding of the Project:</b></p> <p>Proposals will be evaluated considering the RFP specifications and the questions below:</p> <ol style="list-style-type: none"> <li>1. How clearly does the Bidder demonstrate an understanding of the County’s operational needs, challenges, and goals for the P-Card program?</li> <li>2. To what extent does the Bidder address key risks (e.g., fraud, system downtime, transition issues) and propose practical mitigation strategies?</li> <li>3. How well does the Bidder align their proposed solution with the County’s priorities for efficiency, transparency, and accountability?</li> <li>4. How effectively does the Bidder reflect an understanding of stakeholder roles (e.g., Countywide Administrator, Agency Administrators, cardholders)?</li> <li>5. How well does the Bidder demonstrate awareness of compliance requirements, reporting expectations, and public-sector constraints?</li> <li>6. How well has the Bidder demonstrated it has a robust electronic user interface that will be easy to use and will be easy to use by County employees to administer the County P-Card for Agencies and Departments?</li> </ol>	20 Points

H.	<p><b>Vendor Interview</b></p> <p>Should the County opt to conduct a vendor interview, the interview may include responding to standard and specific questions from the CSC regarding the Bidder’s proposal. Bidders that are part of the vendor interview process will be required to have an online demonstration of the bidder’s electronic user interface. Whether or not a shortlist process is used, the scores of any evaluation criterion above may be revised or informed based on the vendor interview.</p>	<p>Vendor Interview may be used to revise / inform scores of criteria above</p>
<b>SMALL LOCAL EMERGING BUSINESS PREFERENCE</b>		
	<p><b>Local Preference:</b> Points equaling 5% of Bidder’s total score for the above Evaluation Criteria will be added. This will be the Bidder’s <u>final score</u> for purposes of award evaluation.</p>	5%
	<p><b>Small and Local or Emerging and Local Preference:</b> Points equaling 5% of Bidder’s total score for the above Evaluation Criteria will be added. This will be the Bidder’s <u>final score</u> for purposes of award evaluation.</p>	5%

I. CONTRACT EVALUATION AND ASSESSMENT

1. During the initial 120-day period of any contract awarded, the County may review the proposal, the contract, any goods or services provided, and/or meet with the Contractor to identify any issues or potential problems.
2. The County reserves the right to determine, at its sole discretion, whether:
  - a. The Contractor has complied with all terms of this RFP and the contract; and
  - b. Any problems or potential problems with the proposed goods and/or services were evidenced, which makes it unlikely (even with possible modifications) that such goods and/or services have met or will meet the County requirements.
3. If, as a result of such determination, the County concludes that it is not satisfied with the Contractor’s performance under any awarded contract and/or Contractor’s goods and services as contracted for therein, the Contractor may be notified that the contract is being terminated. The Contractor must be responsible for returning County facilities to their original state at no charge to the County. The County will have the right to invite the next qualified Bidder(s) to enter into a contract. The County also reserves the right to re-bid this project if it is determined to be in its best interest to do so. The County’s right to go to

the next qualified Bidder(s) and/or rebid is not limited by the award of a contract or the 120-day period.

J. NOTICE OF INTENT TO AWARD

1. At the conclusion of the RFP response evaluation period, all Bidders will be notified in writing by email or US Postal Service mail of the contract award recommendation, if any, by GSA-Procurement. The document providing this notification is the Notice of Intent to Award/Non-Award.

The Notice of Intent to Award/Non-Award will provide the following information:

- a. The name(s) of the Bidder(s) being recommended for contract award;  
and
  - b. The names of all other parties that submitted proposals.
2. The submitted proposals will be made available upon request no later than five calendar days before approval of the award and contract is scheduled to be considered by the Board of Supervisors.

K. BID PROTEST / APPEALS PROCESS

The County of Alameda prides itself on the establishment of fair and competitive contracting procedures and the commitment made to follow those procedures. The following is provided in the event that Bidders wish to protest the bid process or appeal the recommendation to award a contract once the Notices of Intent to Award/Non-Award have been issued. Bid protests submitted prior to issuance of the Notices of Intent to Award/Non-Award will not be accepted by the County.

1. Any bid protest must be submitted in writing by 5:00 p.m. on the SEVENTH (7th) calendar day following the date of issuance of the Notice of Intent to Award/Non-Award, not the date received by the Bidder. The bid protest must be submitted to the office that has been designated for review of protests for this procurement (the Protest Evaluator). For this procurement, the Protest Evaluator is:

GSA—Office of Acquisition Policy  
ATTN: Contract Compliance Officer  
1401 Lakeside Drive, 10<sup>th</sup> Floor, Oakland, CA 94612  
Email: [GSA-BidProtests@acgov.org](mailto:GSA-BidProtests@acgov.org)

A bid protest received after 5:00 p.m. is considered received as of the next calendar day. A protest received after 5:00 p.m. on the SEVENTH (7th) calendar

day following the date of issuance of the Notice of Intent to Award/Non-Award will not be considered under any circumstances by the Protest Evaluator or their designee.

Generally, the County will promptly send an email acknowledging receipt of the protest; it is the responsibility of the protestor to confirm that the protest was timely received.

- a. The bid protest must contain a complete statement of the reasons and facts for the protest.
  - b. The protest must refer to the specific portions of all documents that form the basis for the protest.
  - c. The protest must include the name, address, email address, and telephone number of the person submitting the protest on behalf of the protesting party.
  - d. The Contract Specialist will send a notification to Bidders if a protest is received.
2. The Protest Evaluator, or their designee, will review and evaluate the protest and issue a written decision. The Protest Evaluator may, at its discretion, do any of the following: investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting Bidder and others (as appropriate) to discuss the protest. The decision on the bid protest must be final prior to the Board hearing.

A notification of the decision will be communicated by email and/or US Postal Service mail to the protestor. Notification will be provided to Bidders when a decision has been made on the protest and whether or not the recommendation to the Board of Supervisors in the Notice of Intent to Award/ Non-Award will stand.

3. The decision on the bid protest by the Protest Evaluator may be appealed to the Auditor-Controller's Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak St., Room 249, Oakland, CA 94612, Email: [OCCR@acgov.org](mailto:OCCR@acgov.org), unless the OCCR determines that it has a conflict of interest in which case an alternate will be identified to hear the appeal and all steps to be taken by OCCR will be performed by the alternate. The Bidder whose bid is the subject of the protest, all Bidders affected by the Protest Evaluator's decision on the protest, and the protestor have the right to appeal if they feel the Protest Evaluator's decision is incorrect. All appeals to the Auditor-Controller's OCCR must be in writing and submitted within SEVEN (7) calendar days following the issuance of the decision, not the date the decision is received by the Bidder. An appeal received after 5:00

p.m. is considered received as of the next calendar day. An appeal received after 5:00 p.m. on the SEVENTH (7th) calendar day following the date of issuance of the decision by the Protest Evaluator will not be considered under any circumstances by the Auditor-Controller OCCR or their designee.

- a. The appeal must specify the decision being appealed and all the facts and circumstances relied upon in support of the appeal.
  - b. In reviewing protest appeals, the OCCR will not re-judge the proposal(s). The appeal to the OCCR must be limited to a review of the procurement process to determine if the contracting department materially erred in following the bid or, if applicable, County contracting policies or other laws and regulations.
  - c. The appeal to the OCCR must be limited to the grounds raised in the original protest and the written decision by the Protest Evaluator. As such, a Bidder is prohibited from stating new grounds for a Bid protest in its appeal.
  - d. The Auditor's Office may overturn the results of a bid process for ethical violations by Procurement staff, County Selection Committee members, subject matter experts, or any other County staff managing or participating in the competitive bid process, regardless of timing or the contents of a bid protest.
  - e. The finding of the Auditor-Controller's OCCR is the final step of the appeal process. A copy of the finding of the Auditor-Controller's OCCR will be furnished to the protestor.
  - f. The finding on the appeal must be issued before a recommendation to award the contract is considered and contract awarded by the Board of Supervisors.
4. The procedures and time limits set forth in this section are mandatory and are each Bidder's sole and exclusive remedy in the event of a bid protest. A Bidder's failure to timely complete both the bid protest and appeal procedures will be deemed a failure to exhaust administrative remedies. Failure to exhaust administrative remedies, or failure to comply otherwise with these procedures, will constitute a waiver of any right to further pursue the bid protest, including filing a Government Code Claim or legal proceedings.

L. TERM / TERMINATION / RENEWAL

1. The contract term, which may be awarded pursuant to this RFP, will be three years.

2. By mutual agreement, any contract which may be awarded pursuant to this RFP, may be extended for an additional two years.
3. The County has and reserves the right to suspend, terminate or abandon the execution of any work, services and/or providing of goods by the Contractor without cause at any time upon giving the Contractor prior written notice. In the event that the County should abandon, terminate or suspend the Contractor's work, services and/or providing of goods, the Contractor will be entitled to payment for services provided hereunder prior to the effective date of said suspension, termination, or abandonment. The County may terminate the contract at any time for cause without written notice upon a material breach of contract or substandard or unsatisfactory performance by the Contractor. In the event of termination with cause, the County reserves the right to seek any and all damages from the Contractor. In the event of such termination, with or without cause, the County reserves the right to invite the next highest-ranked Bidder to enter into a contract or rebid the project if it is determined to be in its best interest to do so.

M. QUANTITIES

Quantities listed herein are insert appropriate language, e.g., annual estimates based on past usage, etc. and are not to be construed as a commitment. No minimum or maximum is guaranteed or implied.

N. PRICING

1. All pricing, as quoted will not increase, but except as noted below, remain fixed and firm for the term of any contract that may be awarded as a result of this RFP.
2. Unless otherwise stated, Bidder agrees that, in the event of a price decline, the benefit of such a lower price will be extended to the County.
3. Reasonable price increases or decreases for subsequent contract terms may be negotiated between Contractor and County after completion of the initial term.
4. All prices quoted must be in United States dollars.
5. Price quotes must include any and all payment incentives available to the County.
6. In the evaluation of cost, if applicable, it will be assumed that the unit price quoted is correct in the case of a discrepancy between the unit price and an extension, and the Bidder must honor the unit price quoted.

7. Federal and State minimum wage laws apply. The County has no requirements for living wages. The County is not imposing any additional requirements regarding wages.

O. AWARD

1. Most Responsive and Responsible Bidder(s)
  - a. The award will be made to the highest-ranked Bidder(s) who meet the requirements of these specifications, terms, and conditions.
  - b. Awards may also be made to the subsequent highest ranked Bidder(s) who will be called in order should the County need to contract with another Bidder(s).
  - c. An award will be recommended for the Bidder(s) that submitted the proposal(s) that best serves the overall interests of the County by attaining the highest overall point score. The award may not necessarily be made to the Bidder(s) with the lowest price.
  - a. Small and Emerging Locally Owned Business: The County is vitally interested in promoting the growth of small and emerging local businesses by means of increasing the participation of these businesses in the County's purchase of goods and services.
  - b. As a result of the County's commitment to advancing the economic opportunities of these businesses, **Bidders must meet the County's Small and Emerging Locally Owned Business requirements in order to be considered for the contract award.** These requirements can be found online at:  
  

[Alameda County SLEB Program Overview](http://acgov.org/auditor/sleb/overview.htm)  
[\[http://acgov.org/auditor/sleb/overview.htm\]](http://acgov.org/auditor/sleb/overview.htm); and

[Alameda County SLEB Program Additional Information](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/)  
[\[https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/\]](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/)
  - c. For purposes of this procurement, applicable industries include, but are not limited to, the following North American Industry Classification System (NAICS) Code(s): 522210, 522110, 522120.
  - d. A small business is defined by the United States Small Business Administration (SBA) as having no more than the number of employees or average annual gross receipts over the last three years required per SBA standards based on the small business's appropriate NAICS code.

- e. An emerging business is defined by the County as having either annual gross receipts of less than one-half that of a small business OR having less than one-half the number of employees AND that has been in business less than five years.
- f. If a Bidder is certified by the County as either a small and local or an emerging and local business (SLEB), the County will provide up to 5% bid preference for procurements over \$25,000.
- g. If a Bidder is located within Alameda County, the County may provide a 5% local bid preference.

2. County Rights

- a. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFP, including Exhibits and any Addendums, to waive informalities and minor irregularities in responses received, and to provide an opportunity for Bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity will be made solely at the discretion of the County.
- b. Any bid proposals that contain false or misleading information may be disqualified by the County.
- c. The County reserves the right to award to a single or multiple Contractors.
- d. The County reserves the right to conduct additional procurements for the same or similar goods and/or services or to award to additional contract(s), including to other Bidder(s), during the term of the contract if it determines that additional Contractors are needed to supplement goods and/or services being provided.
- e. The County has the right to decline to award this contract or any part thereof for any reason.

3. Procedures

- a. Board approval to award a contract is required.
- b. A contract must be fully executed by the recommended awardee and the County prior to any services and goods being provided or work being performed.

- c. The County uses its Standard Services Agreement terms and conditions for purchases and services. Any terms that are not acceptable to a Bidder must be identified on the [Exceptions and Clarifications](#) form in Exhibit A - Bid Response Packet. Bidder may access a copy of the Standard Services Agreement template at:

[Alameda County Standard Services Agreement Template](#) [[Alameda County Standard Services Agreement Template link](#)]

The template contains minimal standard language and specific contract terms, including the scope of services that may be drafted and negotiated based on this RFP and the bid proposal(s).

- d. The RFP specifications, terms, conditions, Exhibits, RFP Addenda, and Bidder's proposal may be incorporated into and made a part of any contract that may be awarded as a result of this RFP.

P. METHOD OF ORDERING

1. A written Purchase Order (PO) will be issued after an executed contract and Board approval. If there is any conflict in terms of any PO and the executed contract, the contract will control, even if a PO is issued later. Payment cannot be made to any Contractor until a PO is issued.
2. POs and payments for goods and/or services will be issued only in the name of the Contractor, as identified on the contract.
3. The Contractor must adapt to changes to the method of ordering procedures as required by the County during the term of the contract.
4. Any change orders must be agreed upon in writing by Contractor and County and INVOICING
5. Contractor must invoice the requesting department, unless otherwise directed by County, upon satisfactory receipt of goods and/or performance of services.
6. County will use reasonable efforts to make payment within 30 days following receipt and review of invoice and complete satisfactory receipt of goods and/or performance of services.
7. County will notify the Contractor of any adjustments or corrections that must be made to receive payment on an invoice.
8. Invoices submitted by the Contractor must contain the County PO number, invoice number, remit to address, itemized goods and/or services description,

and price as quoted and must be accompanied by an acceptable proof of delivery and any other information requested by the County.

9. Contractor must utilize a standardized invoice format upon request.
10. Invoices must be issued by, and payments made to, the Contractor who is awarded a contract.
11. The County will pay the Contractor, after receipt and approval of an invoice, monthly or as agreed upon, not to exceed the total contract amount. The County will not pay for goods and/or services in advance.
12. In the event the Contractor's performance and/or deliverable goods have been deemed unsatisfactory by a review committee, the County reserves the right to withhold future payments until the performance and/or deliverable goods are deemed satisfactory.

Q. ACCOUNT MANAGER / SUPPORT STAFF

1. The Contractor must provide dedicated support staff to be the primary contact for all issues regarding the response to this RFP and any contract which may arise pursuant to this RFP.
2. Contractor must also provide adequate, competent support staff that will be able to service the County during normal working hours, Monday through Friday, or as otherwise identified in this RFP. Such representative(s) must be knowledgeable about the contract, products, and/or services offered and able to identify and resolve quickly any issues, including but not limited to order and invoicing problems.
3. Contractor must provide a dedicated, competent account manager who will be responsible for the County account/contract and receive all orders. Contractor account manager must be familiar with County requirements and standards and work with all County agencies and department staff. to ensure that established standards are adhered to. This includes keeping the County Contract Administrator informed of department requests as needed.

**III. INSTRUCTIONS TO BIDDERS**

R. COUNTY CONTACTS

1. GSA-Procurement is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through the GSA-Procurement department only. Any communication regarding this RFP with other County personnel may result in disqualification.

2. The evaluation phase of the competitive process will begin upon receipt of sealed bid proposals and continue until a contract has been awarded.
3. Contact Information for this RFP:  
  
P. Biondi, Procurement & Contracts Specialist  
Alameda County, GSA-Procurement  
1401 Lakeside Drive, 10<sup>th</sup> Floor  
Oakland, CA 94612  
Email: [p.biondi@acgov.org](mailto:p.biondi@acgov.org)  
Phone: (510) 208-9613
4. The GSA Contracting Opportunities website and [County of Alameda Procurement Portal](#) will be the official notification posting place of all bid documents related to this RFP. Each Bidder is responsible for checking the website for any Addendums and other notices related to this RFP. Go to [Alameda County Current Contracting Opportunities](#) [<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/>] and [County of Alameda Procurement Portal](#) [<https://procurement.opengov.com/portal/acgov/>] to view the posting for this RFP and other current contracting opportunities..

S. SUBMITTAL OF PROPOSALS

1. Document Submittal
  - a. All proposal documents must be completed, successfully uploaded, and submitted online through [County of Alameda Procurement Portal](#) BY 2:00 p.m. on the due date specified in the Calendar of Events. The County strongly recommends uploading early; technical difficulties in downloading/submitting documents through the [County of Alameda Procurement Portal](#) will not extend the due date and time. No hardcopy, email (electronic), or facsimile proposals will be considered.
  - b. Bidders **must** submit an electronic version of their proposal in a PDF file, preferably a single file if 20 MB or less.
  - c. The submitted proposal must conform to and include Exhibit A – Bid Response Packet, as amended or revised by Addendum, including additional required documentation. **A Bidder may be disqualified if the most current version of Exhibit A, as revised and published through Addenda, is not used.**
  - d. In whole or in part, proposal responses are NOT to be marked confidential or proprietary. The County may refuse to consider any proposal or part thereof so marked. Bid proposals submitted in response

to this RFP may be subject to public disclosure, even if marked confidential or proprietary. The County will not be liable in any way for disclosure of any such records. Please refer to the County's website at [Alameda County Proprietary and Confidential Information Policies](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/proprietary-confidential-information/) [https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/proprietary-confidential-information/].

- e. For the proposals to be considered complete, the Bidder **must** provide responses to all information requested in Exhibit A – Bid Response Packet, as revised by any Addenda.
- f. Bidders **must** submit pricing on the County provided Electronic Bid Form in [County of Alameda Procurement Portal](#).

## 2. Submissions Processes

- a. All costs required for the preparation and submission of a proposal must be borne by the Bidder.
- b. Only one bid proposal will be accepted from any one person, partnership, corporation, or other entity; however, several alternatives may be included in one response. For purposes of this requirement, “partnership” will mean, and is limited to, a legal partnership formed under one or more of the provisions of California or other state's Corporations Code or an equivalent statute.
- c. The final award information will be posted on the County's “Contracting Opportunities” website and [County of Alameda Procurement Portal](#).
- d. The County reserves the right to reject any proposal.
- e. All bid proposals must remain open to acceptance and irrevocable for a period of not less than 180 days unless otherwise specified in the bid documents.

## 3. Legal Requirements

- a. “In submitting a bid to a public purchasing body, the Bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the Bidder for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become

effective at the time the purchasing body tenders final payment to the Bidder". (California Government Code Section 4552).

- b. By submitting a bid proposal, the Bidder expressly acknowledges that it is aware that if a false claim is knowingly submitted (as the terms "claim" and "knowingly" are defined in the California False Claims Act, Cal. Gov. Code, §12650 et seq.), County will be entitled to civil remedies set forth in the California False Claim Act. Such actions may also be considered fraud and subject to criminal prosecution.
- c. The Bidder, by submitting a proposal, certifies that it is, at the time of bidding, and will be, throughout the period of the contract, licensed by the State of California to do the type of work required under the terms of the RFP and contract documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the RFP and contract documents.
- d. The Bidder, by submitting a proposal, certifies that it is not, at the time of bidding, on the California Department of General Services (DGS) list of persons determined to be engaged in investment activities in Iran or otherwise in violation of the Iran Contracting Act of 2010 (Public Contract Code Section 2200-2208).

**EXHIBIT A**  
**BID RESPONSE PACKET**

**INSTRUCTIONS**

1. Please read **EXHIBIT A – Bid Response Packet** carefully; **INCOMPLETE BID PROPOSALS MAY BE REJECTED.** Alameda County will not accept submissions or documentation after the bid response due date. Successful uploading of a document does not equal acceptance of the document by Alameda County.
2. The bid proposal must comply with all requirements contained in the RFP. **It is strongly recommended that Bidders verify and review all Addenda to confirm the use of the most current forms and provide all information requested.**
3. The bid proposal submission must conform to and include Exhibit A – Bid Response Packet, as amended or revised by Addendum, including additional required documentation. **A Bidder may be disqualified if the most current version of Exhibit A, as revised and published through Addenda, is not used.**
4. The following pages require confirmation, declaration, and /or a signature (✍). These must be either: (1) be printed and have an original signature(s); or (2) be digitally signed via a DocuSign, CongaSign, or other verifiable independent electronic signature services. All signatures must be by an individual authorized to bind the Bidder. These pages must then be uploaded through the [County of Alameda Procurement Portal](#) as part of Bidder’s proposal.
  - a. Exhibit A – Bid Response Packet, [Bidder Acceptance](#)
  - b. Exhibit A – Bid Response Packet, [Debarment and Suspension Certification](#)
  - c. Exhibit A – Bid Response Packet, [Small Local Emerging Business \(SLEB\) Information Sheet](#)
    - (1) [Must be signed by Bidder](#)
    - (2) [Must be signed by SLEB Partner](#) if subcontracting to a SLEB
5. Each page of the Bid Response Packet must be submitted through the [County of Alameda Procurement Portal](#) as PDF attachment(s) with all required information included and documents attached; any pages of the Bid Response Packet not applicable to the Bidders are to be submitted with such pages or items clearly marked “N/A” or the bid proposal may be disqualified as incomplete.
6. Bidders must not modify the Bid Response Packet or any other County-provided document unless instructed to do so, or the bid proposal may be disqualified.

7. Bid pricing must be submitted using the electronic bid form online through the **County of Alameda Procurement Portal**.
8. Bidders must quote price(s) as specified in the RFP, using the form(s) as amended or revised by any Addenda.
9. Any clarifications or exceptions to policies or specifications of this RFP, including all Addenda and other documents must be submitted in the **Exceptions and Clarifications** form of the Bid Response Packet.
10. Bidders must read all information and follow directions in the **County of Alameda Procurement Portal** project.
11. File names are restricted to 64 characters for all files uploaded as part of any bid proposal. The file extension (e.g., ".pdf" or ".xls") is counted as part of the file name character limit. Attempting to upload a file with a file name longer than 64 characters may result in an error message or failure to load.
12. **Bidders who do not comply with the requirements and/or submit incomplete bid proposal packages are subject to disqualification and their bid proposals rejected.**

# **COUNTY OF ALAMEDA**

## **EXHIBIT A**

### **BID RESPONSE PACKET**

RFP No. 902718

Purchasing Card Program

**BIDDER INFORMATION**

Official Name of Bidder (Company):					
Street Address Line 1:					
Street Address Line 2:					
City:		State:		Zip Code:	
Webpage:					

**Type of Entity / Organizational Structure (check one):**

- Corporation
  Joint Venture
  Partnership  
 Limited Liability Partnership
  Limited Liability Corporation
  Sole Proprietor  
 Non-Profit
  Other:

Jurisdiction of Organizational Structure:	
Date of Organizational Structure:	
Federal Tax Identification Number:	
Alameda County Supplier Identification Number (if applicable):	
DIR Contractor Registration Number (if applicable):	

**Primary Contact Information:**

Name / Title:			
Telephone Number:		Alternate Number:	
Email Address:			


## BIDDER ACCEPTANCE

1. The undersigned declares that the procurement bid documents, including, without limitation, the RFP, Q&A, Addenda, and Exhibits (the Bid Documents), have been read and accepted.
2. The undersigned has reviewed the Bid Documents and fully understands the requirements for this RFP, including, but not limited to, general County requirements, and that each Bidder who is awarded a contract must be, in fact, a prime Contractor, not a subcontractor, to County, and agrees that its bid proposal, if accepted by County, will be the basis for the Bidder to enter into a contract with County in accordance with the intent of the Bid Documents.
3. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County's website:
  - a. **General Requirements**  
[<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-requirements/>]
  - b. **Debarment & Suspension Policy**  
[<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/debarment-suspension-policy/>]
  - c. **Iran Contracting Act (ICA) of 2010**  
[<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/iran-contracting-act-of-2010-ica/>]
  - d. **General Environmental Requirements**  
[<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-environmental-requirements/>]
  - e. **Alameda County SLEB Program Overview**  
[<http://acgov.org/auditor/sleb/overview.htm>]
  - f. **Alameda County SLEB Program Additional Information**  
[<https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/>]
  - g. **First Source**  
[<http://acgov.org/auditor/sleb/sourceprogram.htm>]
  - h. **Online Contract Compliance System**  
[<http://acgov.org/auditor/sleb/elation.htm>]
4. The undersigned acknowledges that Bidder is and will remain in good standing in the State of California, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP and any contract that is awarded.
5. **The undersigned acknowledges that any contract that may be awarded from this procurement is or may be funded in whole or part with federal funds and that it will abide by all federal funding requirements.**

6. The undersigned acknowledges that it is the responsibility of each Bidder to be familiar with all of the specifications, terms, and conditions of the RFP and, if applicable, the site condition. By the submission of a bid proposal, the Bidder certifies that if awarded a contract, they will make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.
7. The undersigned acknowledges that Bidder has accurately completed the SLEB Information Sheet.
8. Bidder agrees to hold the County of Alameda, its officers, agents, and employees harmless from liability of any nature or kind, including cost and expenses, for infringement or use of any patent, copyright, or other proprietary rights, secret process, patented or unpatented invention, article or appliance furnished or used in connection with bid proposal and/or any resulted contract or purchase order.
9. The undersigned acknowledges **ONE** of the following (please check only one box):
- Bidder is not local to Alameda County and is ineligible for any bid preference; **OR**
  - Bidder is a certified SLEB and is requesting 10% bid preference; (Bidder must check the first box and provide its SLEB Certification Number in the [SLEB PARTNERING INFORMATION SHEET](#)); **OR**
  - Bidder is LOCAL to Alameda County and is requesting 5% bid preference, and has attached the following documentation to this Exhibit:
    - Copy of a verifiable business license issued by the County of Alameda or a City within the County; and
    - Proof of six months of business residency, identifying the name of the bidder and the local address. Example of proof includes but are not limited to utility bills, deeds of trusts or lease agreements, etc., which are acceptable verification documents to prove residency.
10. By signing below, the signatory warrants and represents that the signer has completed, acknowledged, and agreed to this Bidder Acceptance in their authorized capacity and that by their signature on this Bidder Acceptance, they and the entity upon behalf of which they acted, acknowledged and agreed to this Bidder Acceptance and that all are true and correct and are made under penalty of perjury pursuant to the laws of California.

**BIDDER (COMPANY):** \_\_\_\_\_

**NAME/TITLE OF AUTHORIZED SIGNER:** \_\_\_\_\_

**SIGNATURE:**  \_\_\_\_\_ **DATE:** \_\_\_\_\_


## DEBARMENT AND SUSPENSION CERTIFICATION (PROCUREMENTS \$25,000 AND OVER)

The Bidder, under penalty of perjury, certifies that, except as noted below, Bidder, its principal, and any named and unnamed subcontractor:

- Is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any federal agency;
- Has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past three years;
- Does not have a proposed debarment pending; and
- Has not been indicted, convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past three years.

If there are any exceptions to this certification, insert the exceptions in the following space. For any exception noted, indicate to whom it applies, initiating agency, and dates of action. Exceptions will not necessarily result in denial of the award but will be considered in determining Contractor responsibility.

Notes: Providing false information may result in criminal prosecution or administrative sanctions. The above certification is part of the Proposal. Signing this Response on the signature portion thereof will also constitute the signature of this Certification.

<p><b>BIDDER (COMPANY):</b> _____</p> <p><b>NAME/TITLE OF AUTHORIZED SIGNER:</b> _____</p> <p><b>SIGNATURE:</b>  _____ <b>DATE:</b> _____</p>
--

# SMALL LOCAL EMERGING BUSINESS (SLEB) INFORMATION SHEET

## SLEB INFORMATION SHEET

In order to meet the Small Local Emerging Business (SLEB) requirements of this RFP, all Bidders must complete this form. If a bidder is unable to meet the SLEB requirements, they must take exception to this requirement in the [Exceptions and Clarifications](#) section of this solicitation. Please note that the County is under no obligation to accept any exceptions or clarifications, and any exceptions or clarifications may be the basis for bid disqualification.

Bidders that are not certified SLEBS (for the definition of a SLEB, see [Alameda County SLEB Program Overview](#); <http://acgov.org/auditor/sleb/overview.htm>) are required to subcontract with a SLEB for at least 20% of the total estimated bid amount in order to be eligible for contract award. SLEB subcontractors must be independently owned and operated from the prime Contractor with no employees of either entity working for the other. A copy of this form must be submitted for each SLEB that the Bidder will subcontract with as evidence of a firm contractual commitment to meeting the SLEB participation requirement.

Bidders are encouraged to form a partnership with a SLEB that can participate directly with this contract. One of the benefits of the partnership will be economical, but this partnership will also assist the SLEB to grow and build the capacity to eventually bid as a prime on their own.

Once a contract has been awarded, substitutions of the named subcontractor(s) are not allowed without prior written approval from the Auditor-Controller, Office of Contract Compliance & Reporting (OCCR).

County departments, prime, and subcontractors are required to use the web-based Elation Systems to monitor SLEB subcontractor compliance with [Elation Systems](#); <http://www.elationsys.com/elationsys/>.

**BIDDER IS A CERTIFIED SLEB (sign at bottom of page)**

SLEB BIDDER Business Name: \_\_\_\_\_

SLEB Certification #: \_\_\_\_\_ SLEB Certification Expiration Date: \_\_\_\_\_

NAICS Codes Included in Certification: \_\_\_\_\_

**OR**

**BIDDER IS NOT A CERTIFIED SLEB AND WILL SUBCONTRACT \_\_\_\_\_% WITH THE SLEB NAMED BELOW FOR THE FOLLOWING GOODS/SERVICES:** \_\_\_\_\_


SLEB Subcontractor Business Name: \_\_\_\_\_

SLEB Certification #: \_\_\_\_\_ SLEB Certification Expiration Date: \_\_\_\_\_

SLEB Certification Status:  Small /  Emerging

NAICS Codes Included in Certification: \_\_\_\_\_

SLEB Subcontractor Principal Name: \_\_\_\_\_

SLEB Subcontractor Principal Signature:  \_\_\_\_\_

**Upon award, Bidder (the Prime Contractor) and all SLEB subcontractors agree to register and use the secure web-based ELATION SYSTEMS. ELATION SYSTEMS will be used to submit SLEB subcontractor participation, including, but not limited to, subcontractor contract amounts, payments made, and confirmation of payments received.**

Prime Bidder Authorized Signatory Name/Title: \_\_\_\_\_ / \_\_\_\_\_

Street Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**Bidder Signature:**  \_\_\_\_\_ **Date:** \_\_\_\_\_

## BIDDER MINIMUM QUALIFICATIONS

**Instructions:** Bidder must respond and/or provide support documentation that fulfills all the minimum qualifications as identified in the RFP documents.

1. Bidder is to provide documentation to prove that they have been regularly and continuously engaged for the last three (3) years in the business of providing purchasing cards for government entities of equal or greater in size than Alameda County and that meet or exceed the parameters below. At least five (5) of the organizations that the Bidder is providing current services to must include the following parameters:
  - a. 5,000 – 9,000 employees;
  - b. 65 customer primary points of contact/managing departments accounts; and
  - c. A minimum of 250 - 300 cardholders.

### RESPONSE:

2. Bidder is to provide documentation to prove that they are an FDIC-insured, credit-card issuing commercial bank, credit union, or savings institution. Bidder must have obtained a Community Reinvestment Act (CRA) rating of satisfactory or above (outstanding) as of the most recent evaluation and examination by its federal financial supervisory agency. Information regarding the rating system can be found at: [CRA Ratings](#). Documentation includes:
  - a. Proof of FDIC Insurance and Institution Type
    - (1) Copy of the Bidder's FDIC insurance certificate or official evidence of insured status
    - (2) Documentation confirming the bidder is a commercial bank, credit union, or savings institution (e.g., charter, license, or regulatory filing)
  - b. Evidence of Credit Card Issuing Capability
    - (1) Documentation demonstrating the bidder actively issues credit cards, such as product descriptions, sample cardholder agreements, or portfolio summaries
  - c. Community Reinvestment Act (CRA) Rating Documentation
    - (1) Copy of the bidder's most recent CRA Performance Evaluation issued by its federal financial supervisory agency (FDIC, OCC, or Federal Reserve), clearly indicating a rating of "Satisfactory" or "Outstanding"

- (2) Alternatively, a printout or screenshot from the appropriate regulatory agency's website confirming the current CRA rating
- d. Regulatory Verification
  - (1) Supporting documentation or links from official regulatory sources (e.g., FDIC Institution Directory, OCC, or Federal Reserve CRA database) confirming the bidder's status and CRA rating
- e. Certification Statement
  - (1) A signed statement from an authorized representative attesting that the bidder meets all eligibility requirements, including FDIC-insured status, qualifying institution type, and a CRA rating of at least "Satisfactory"

**RESPONSE:**

- 3. Bidder must certify that they possess all permits, licenses, and professional credentials necessary to supply products and perform services specified under this RFP. Unless noted otherwise in the RFP, for example the item(s) stated above, including any Addendum, Bidder is not required to submit copies or verification of the permits, licenses and credentials; however, Bidder must provide such proof if requested by County.

**RESPONSE:**

**Maximum Length: None**

## ONLINE BID FORM

**Instructions:** Bidder must use the **ONLINE BID FORM ON THE [County of Alameda Procurement Portal](#)**.

**BIDDER IS TO SUBMIT TOTAL PERCENTAGE REBATE BASED ON YEARLY ANNUAL DOLLAR VOLUME. REBATE PERCENTAGE AVAILABLE TO THE COUNTY MUST BE SUBMITTED AS REQUESTED ON THE COUNTY PROVIDED ONLINE BID FORM. NO ALTERATIONS OR CHANGES OF ANY KIND ARE PERMITTED.**

Bid proposals that do not comply may be rejected.

Annual dollar volume listed on [County of Alameda Procurement Portal](#) are estimates only; they are not to be construed as a commitment of the County to meet that dollar volume requirement. No minimum or maximum is guaranteed or implied. The rebate percentage quoted will be the percentage available to the County of the dollar volume identified, regardless of the total.

Rebate pricing on all line items is required. If there is no rebate available to the County for the volume listed, enter "0" in the unit rate cell, do not leave the cell blank. If there are any line items that do not indicate a rebate percentage, the bid may be considered a partial bid and disqualified. Partial bids are not acceptable.

By submission through the [County of Alameda Procurement Portal](#), Bidder certifies to County that all representations, certifications, and statements made by Bidder, as set forth in each entry in the [County of Alameda Procurement Portal](#) and attachments are true and correct and are made under penalty of perjury pursuant to the laws of California.

## **TABLE OF KEY PERSONNEL**

**Instructions:** Bidder is to provide a **Table of Key Personnel**. The table is to include all essential personnel associated with providing services to the County.

To appropriately evaluate Bidder's qualifications, the table should include the following information for each key person:

1. The person's relationship with Bidder, including job title and years of employment with Bidder.
2. Work contact information includes, but is not limited to, the following: work address, office telephone number, mobile work number, and work email address.
3. The person's role in connection with the RFP and any awarded contract.
4. Educational background; and
5. Related experience on similar projects, certifications, and merits.

**Maximum Length:** There is no limit to the table. There is, however, a 2-page limit per résumé or curriculum vitae. Résumé and curriculum vitae are subject to public disclosure and business addresses should be used not home addresses.

**DESCRIPTION OF PROPOSED SERVICES**

**Instructions:** Bidder is to provide a **Description of Proposed Services**.

The Description of Proposed Service must describe the overall services and/or program. The Bidder must address how they will meet or exceed each requirement listed in Section D. (Specific Requirements) and Section E. (Deliverables/Reports).

At a minimum, the Bidder must include the following details:

1. Section D. Specific Requirements for Items 3 through 33. Please provide specific details as to each requirement listed and how the bidder will fulfill these requirements:

Item No. 3.a., Commercial Card Agreement and schedule of fees in the form of a commercial card agreement

**RESPONSE:**

Item No. 3.b. – Direct Cash Rebate – please list in the table below as total rebate basis points available to the County by payment deadline for 30, 60, and 90 days based on the annual dollar volume provided.

**RESPONSE:**

Annual P-Card Spending Volume Brackets <b>Standard</b> Transactions	Payment in 30 Days	Payment in 60 Days	Payment in 90 Days
\$1 – \$500,000			
\$500,001 - \$1,000,000			
\$1,000,001 - \$2,000,000			
\$2,000,001 - \$3,000,000			
\$3,000,001 - \$4,000,000			
\$4,000,001 - \$5,000,000			
\$5,000,001 - \$6,000,000			
\$6,000,001 - \$7,000,000			
\$7,000,001 - \$8,000,000			
\$8,000,001 - \$9,000,000			
\$9,000,001 - \$10,000,000			
>\$10,000,001			

Item No. 3.c. – Credit Setup

**RESPONSE:**

Item Nos. 4 - 10 – Secure Internet Based Card and Report Management System, Online functionality, Controls/Restrictions, Authority, Hierarchy, Technology Uptime Commitment, and Disaster Recovery Plan.

**RESPONSE:**

Item No. 11 General Ledger/Accounting

**RESPONSE:**

Item No. 12 Implementation Plan and Schedule – please see 16 of bid response packet

Item Nos 13 – 23 – Card Design/Logo, Card Distribution, Hierarchy, Replacement Cards, Lost/Stolen Cards, Transaction Dispute Resolution, Escalation Process, Billing Cycle/Payment Deadlines, Card Usage, and Card Insurance

**RESPONSE:**

Item Nos. 23 – 26 - Ongoing Program Requirements, Dedicated Customer Service, Mid-Cycle Account Changes, Integration Support

**RESPONSE:**

Item Nos. 27 – Electronic Billing File

**RESPONSE:**

Item No. 28 – Level I, II, III Data

**RESPONSE:**

Item Nos. 29 - 31 - Training

**RESPONSE:**

2. Section E. Deliverables/Reports for all reports listed. Please provide specific details as to each requirement listed and how the bidder will fulfill these requirements:

**RESPONSE:**

3. Explain any unique resources, procedures, or approaches that make the services of Bidder responsive to meeting the minimum qualifications and requirements of the RFP.
4. Identify any limitations or restrictions that exist for the Bidder to provide the services. Explain what measures will be taken to adequately provide the services. (Please note any requests for exceptions or clarifications MUST be identified on the [Exceptions and Clarifications](#) form. **The County is under no obligation to accept any exceptions or clarifications, and any such exceptions and clarifications may be a basis for bid disqualification.**)

**Maximum Length: 8 pages**

## IMPLEMENTATION PLAN AND SCHEDULE

**Instructions:** Bidder is to provide an **Implementation Plan and Schedule**.

In conjunction with the Description of Proposed Services, the Bidder must include an Implementation Plan and Schedule that specifically addresses the Specific Requirements listed in Item 14a. and b. A proposed successful transition strategy that includes but is not limited to:

Implementation Plan and Schedule – Contractor must possess requisite experience and capability with transitions of large organizations from use of another purchasing card provider to their services to ensure it is seamless, orderly, and presents no disruptions of P-Card utilization, temporary or otherwise. Please provide a transition strategy work plan by responding to the items below. The plan should include, but is not limited to the following:

- a. Transition Strategy
  - a. Contractor must provide, at their cost, a smooth transition of purchasing card services from the County's current vendor to services provided by Contractor, including at minimum the following: A detailed, written plan outlining specific transition activities, tasks and timeframes;
  - b. Account setup, card production, and card delivery to the Countywide P-Card administrator for distribution in advance of the date that Contractor's cards will begin to be used;
  - c. Establishment of reporting and payment hierarchies in the card-management and reporting system;
  - d. Training of County staff;
  - e. Mapping and migration of all legacy P-Card data; and
  - f. Contractor will manage a one-time transition of all Agencies and Cardholders currently using P-Cards to the Contractor's program. The County invites proposers to recommend other transition strategies if they are available.

### RESPONSE:

- b. Contractor Transition and Support
  - a. Contractor must provide experienced personnel, dedicated solely to assisting the County, including the Countywide P-Card Administrators, in conducting and managing a successful transition from the current program's P-Card provider to the new P-card Provider. The resources assigned to the County by the Contractor must have the ability

to reach out to the Contractor's senior managers in order to resolve matters which would otherwise impede the transition process within the agreed upon project plan timeframes. Such tasks for vendor transition support shall include, but are not limited to:

- (d) Training for County personnel on the Contractor's card-management system;
- (e) Work with County personnel to customize Contractor's card management system to meet the County's needs, if required.
- (f) Contractor must assign a dedicated Program Transition Manager, who will provide the following support during the initial phase of the transition:
  - i. Coordinate all Contractor resources;
  - ii. Manage communications with the County; and
  - iii. Ensure all deliverables are met and adhere to the terms of the contract and work plan.
  - iv. The Contractor must provide a dedicated team leader to manage the entire aspect of the transition, both logistically and technically. This person will work closely with the organization to marshal all resources to ensure the transition is smooth and any issues are resolved in a timely manner.

**RESPONSE:**

c. Contract Succession Transition

- (2) At the end of the contract term(s), if necessary, the Contractor must furnish training with a successor vendor to effect a cooperative, orderly, and seamless transition to any successor. Upon the County's written request, the Contractor must furnish a phase-in-phase-out plan up to 365 calendar days prior to the expiration of this contract. The Contractor must furnish a complete master file, in a format (electronic and/or hard copy) agreeable to the County, of all accounts, to any successor no less than 90 days prior to the end of the contract. The Contractor must also settle all account related transaction disputes to the satisfaction of County prior to the end of the contract. The Contractor's responsibility for settling all transaction disputes survives the expiration of this contract.

**RESPONSE:**

**Maximum Length: 4 pages**

## RELEVANT EXPERIENCE AND COMMUNITY INVOLVEMENT

1. Describe your experience managing P-Card programs for organizations of similar size, complexity, and public-sector scope.

**RESPONSE:**

2. Provide examples of current or recent clients that align with the County's scale, including number of employees, cardholders, and departments.

**RESPONSE:**

3. Describe your experience with successful program implementations and transitions for comparable organizations.

**RESPONSE:**

4. Explain your experience with system integrations, including ERP and API connections similar to the County's environment.

**RESPONSE:**

5. Provide examples of measurable outcomes you have delivered (e.g., cost savings, rebates, efficiency improvements) for similar clients.

**RESPONSE:**

6. Bidder must be committed to community investment and be socially responsible. Describe in detail the experience with commitment and social responsibility by providing examples of community reinvestment initiatives, goals, and end results for similar clients such as local hiring, local sponsorship of community event, philanthropy, etc.

**RESPONSE:**

7. Bidder must describe in detail their proposal for an initiative to start a program, or a program, which is currently being conducted in Alameda County that promotes healthy and strong communities such as community reinvestment initiatives, goals, local hiring, local sponsorship of community event, philanthropy, etc.

**RESPONSE:**

8. Bidder must describe in detail how the bidder and the individuals assigned to the contract have experience with a P-Card program similar in size to Alameda County?

**RESPONSE:**

**Maximum Length: 4 pages**

## REFERENCES

**Instructions:** On the following page is the template that Bidders are to use for providing references. Bidders are to provide a list of five references. References must be satisfactory as deemed solely by County.

Services or goods provided by Bidders to the references should have similar scope, volume, and requirements to those outlined in these specifications, terms, and conditions.

Bidder must currently be providing services for at least two of the references or have done so within the last five years.

Bidders should verify that the contact information for all references provided is current and valid. If a reference cannot be contacted, it may affect the qualification and scoring of the Bidders' bid proposals.

Bidders are strongly encouraged to notify all references that the County may be contacting them to obtain a reference.

The County may contact some or all the references provided in order to determine items such as Bidders' years of experience and performance records on work similar to that described in this request.

The County reserves the right to contact individuals/entities for references other than those provided in the Response and to use any information obtained in the evaluation process.

**NOTE:** Bidders should not list the County department requesting services/goods as part of the references.

## REFERENCES

RFP No. 902718

### Purchasing Card Program

**Bidder Name:** \_\_\_\_\_

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	Email Address:
Type of P-Card Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	Email Address:
Type of P-Card Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	Email Address:
Type of P-Card Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	Email Address:
Type of P-Card Services Provided / Date(s) of Service:	

Company Name:	Contact Person:
Address:	Telephone Number:
City, State, Zip:	Email Address:
Type of P-Card Services Provided / Date(s) of Service:	

\*Use additional pages as necessary



## **INSURANCE REQUIREMENTS**

**Instructions:** Insurance certificates are not required at the time of submission; however, by signing the Bid Response Packet and submitting a bid proposal, the Bidder agrees to meet the minimum insurance requirements and provide any documentation requested by County upon request.

Insurance documentation must be provided to the County before award and include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFP.

The following page contains the minimum insurance limits required by the County of Alameda to be held by the Contractor performing on a contract issued from this RFP:

**SEE NEXT PAGE FOR COUNTY OF ALAMEDA  
MINIMUM INSURANCE REQUIREMENTS**

TYPE	INSURANCE COVERAGES	TYPE OF INSURANCE COVERAGES
A	Commercial General Liability Premises Liability; Products and Completed Operations; Contractual Liability; Personal Injury and Advertising Liability; Abuse, Molestation, Sexual Actions, and Assault and Battery	\$1,000,000 per occurrence (CSL) Bodily Injury and Property Damage
B	Commercial or Business Automobile Liability All owned vehicles, hired or leased vehicles, non-owned, borrowed and permissive uses. Personal Automobile Liability is acceptable for individual contractors with no transportation or hauling related activities	\$1,000,000 per occurrence (CSL) Any Auto Bodily Injury and Property Damage
C	Workers' Compensation (WC) and Employers Liability (EL) Required for all contractors with employees	WC: Statutory Limits EL: \$1,000,000 per accident for bodily injury or disease
D	Professional Liability/Errors & Omissions Includes endorsements of contractual liability and defense and indemnification of the County	\$1,000,000 per occurrence \$2,000,000 project aggregate
E	<p><u>Endorsements and Conditions:</u></p> <ol style="list-style-type: none"> <li>1. <b>ADDITIONAL INSURED:</b> County of Alameda, its Board of Supervisors, the individual members thereof, and all County officers, agents, employees, volunteers, and representatives are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance (at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10, CG 20 26, CG 20 33, or CG 20 38; and CG 20 37 if a later edition is used). Auto policy shall contain or be endorsed to contain additional insured coverage for the County.</li> <li>2. <b>DURATION OF COVERAGE:</b> All required insurance shall be maintained during the entire term of the Agreement. In addition, Insurance policies and coverage(s) written on a claims-made basis shall be maintained and evidence of insurance must be provided during the entire term of the Agreement and for at least five (5) years following the later of termination of the Agreement and acceptance of all work provided under the Agreement, with the retroactive date of said insurance (as may be applicable) concurrent with the commencement of activities pursuant to this Agreement. If coverage is cancelled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Contractor must purchase "extended reporting" coverage for a minimum of five (5) years after completion of work.</li> <li>3. <b>REDUCTION OR LIMIT OF OBLIGATION:</b> All insurance policies, including excess and umbrella insurance policies, shall be primary and non-contributory coverage at least as broad as ISO CG 20 10 04 13 as respects the County, its officers, officials, employees, or volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it. Pursuant to the provisions of this Agreement insurance effected or procured by the Contractor shall not reduce or limit Contractor's contractual obligation to indemnify and defend the Indemnified Parties.</li> <li>4. <b>INSURER FINANCIAL RATING:</b> Insurance shall be maintained through an insurer with an A.M. Best Rating of no less than A: VII or equivalent, shall be admitted to the State of California unless otherwise acceptable by Risk Management, and with deductible amounts acceptable to the County. Acceptance of Contractor's insurance by County shall not relieve or decrease the liability of Contractor hereunder. Self-insured retentions must be declared and approved. Any deductible or self-insured retention amount or other similar obligation under the policies shall be the sole responsibility of the Contractor. The policy language shall provide or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or County.</li> <li>5. <b>SUBCONTRACTORS:</b> Contractor shall include all subcontractors as an insured (covered party) under its policies or shall verify that the subcontractor, under its own policies and endorsements, has complied with the insurance requirements in this Agreement, including this Exhibit.</li> <li>6. <b>JOINT VENTURES:</b> If Contractor is an association, partnership or other joint business venture, required insurance shall be provided by one of the following methods: <ul style="list-style-type: none"> <li>– Separate insurance policies issued for each individual entity, with each entity included as a "Named Insured" (covered party), or at minimum named as an "Additional Insured" on the other's policies. Coverage shall be at least as broad as in the ISO Forms named above.</li> <li>– Joint insurance program with the association, partnership or other joint business venture included as a "Named Insured".</li> </ul> </li> <li>7. <b>CANCELLATION OF INSURANCE:</b> Each insurance policy required above shall provide that coverage shall not be cancelled, except with notice of cancellation provided to the County in accordance with policy terms and conditions.</li> <li>8. <b>CERTIFICATE OF INSURANCE:</b> Before commencing operations under this Agreement, Contractor shall provide Certificate(s) of insurance and applicable insurance endorsements as set forth in the provisions of this Agreement and this Exhibit C, in forms satisfactory to County, evidencing that all required insurance coverage is in effect. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The County reserves the right to require the Contractor to provide complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.</li> </ol>	