



REQUEST FOR PROPOSALS

JOHNSON COUNTY PURCHASING AGENT
211 N. CHURCH STREET
MOUNTAIN CITY, TN 37683
Phone: (423) 727-7861

Requisition # 34028

Bid Name Purchasing Cards

Sealed proposals will be received by the Johnson County Purchasing Agent until the date shown below for articles specified below, and under the following conditions, unless otherwise specified by the Johnson County Purchasing Agent:

Request for Proposals: Purchasing Cards (Commercial Credit Cards) & Service Provider

(Description on Page 3)

For: Johnson County Government

Sealed Proposals will be accepted until: March 14, 2019; 2:00 PM (Using Purchasing Agent's Clock)

If applicable to this RFP, Prices quoted must include all transportation charges, packing, and drayage. Proposals must be free from alteration, or erasures, and all signatures must be hand signed in ink by individual or firm making the proposal. Carefully review all sections before submission. Incomplete documents may be rejected. You may include other documentation for review inside sealed proposal envelope. The Purchasing Agent/Committee and/or the Johnson County Commission, reserve the right to waive technicalities, to reject any or all bids/proposals, to request additional information from all proposers, to use any ideas presented in proposals, and to negotiate with one or more of the finalists regarding terms of the engagement. Johnson County, TN intends to select the company that, in its opinion, best meets the County's needs. All documents become the property of Johnson County, TN when submitted, and will not be returned. Johnson County is not responsible for any cost related to proposal submissions. For proprietary information that you may send with your proposal. Please include a list of information that shall be redacted after an award is made under this proposal. A copy of the awarded proposal shall become part of any contract or agreement entered into by Johnson County, TN & the vendor.

RFP Return Address for the outside of the envelope: Johnson County Purchasing Agent
Dustin Shearin
211 N. Church Street
Mountain City, TN 37683

***Note:** Any potential proposal packages that are not plainly marked are considered VOID if mistakenly opened prior to the submission deadline.

All proposals will be considered in accordance with Title VI and without regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit the performance of duty.

Under this RFP, your company may not offer all items or services requested. Please include a list of these omissions and any alternatives available.



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Basis of Award:

Proposals will be evaluated based upon (but not limited to) the following criteria:

1. Understanding & Depth of Response to the Scope of this request.
2. Qualification of the firm and its ability to provide required services & staff to support this program.
3. Description of the services, materials, and systems as they relate to the proposed scope and requirements of this request (See Page 3) of which your firm proposes to provide to Johnson County, TN under this request.
4. Availability of online access to account services, statements & reports.
5. Cost. Potential Fees & Interest Rates to implement program.

Johnson County, TN reserves the right to conduct independent reviews and interview proposers submitting proposals prior to making any selection. Johnson County, TN will make a final award based upon the best response to this request, and has the final say as to that award determination. Johnson County, TN will not be liable for any costs associated with your firm preparing its response to the Request for Proposals.

Awarding will be made to the proposer who meets the requirements of the solicitation and has submitted the best responsive proposal. Awarding of this agreement to the successful vendor is contingent upon approval by all necessary involved parties. ***Proposal awarding results will be made available upon request, and in accordance to applicable state law. ***

Proposals will not be considered unless accompanied by this complete signed original document.

Please feel free to call Johnson County Purchasing Agent, Dustin Shearin with any questions you may have. (423) 727-7861



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DESCRIPTION OF GOODS/SERVICES WANTED

Purchasing Cards (Commercial Credit Cards) & Service Provider

Specifications: Request for proposals & any necessary pricing for the following projects within Johnson County as requested per the following information.

Listed below are preliminary details for the respective project.

SCOPE

The purpose of this Request for Proposal is to enter into an agreement with a qualified commercial financial institution for the provision of purchasing cards (commercial credit cards) & related services for all necessary agencies of Johnson County, TN.

Johnson County, TN intends to initially issue cards for the following departments: Johnson County Purchasing Agent – 2 Active Cards & 2 Ready to Activate “Emergency Cards” (See Section D); Johnson County Highway Department – 1 Active Card; Johnson County Emergency Management – 1 Active Card; & Johnson County Sheriff’s Department – 1 Active Card. The option to add additional cards at later times shall be afforded to Johnson County, TN under this proposal.

Johnson County, TN requires access to a County-Wide credit limit of initially \$50,000.00. (See Section D). Service provider may provide alternatives to this limit for review under this RFP. Service provider shall provide information within the proposal stating the process of raising the maximum limit if Johnson County, TN determines the need to increase this limit in the future.

Requirements:

A. **Issuance:** The service provider shall not issue any cards without the written approval of the Johnson County Purchasing Agent & Johnson County Director of Accounts & Budgets. Proposers shall indicate the processing time required to fulfill new card requests and the method of delivery of the card.

B. **Liability:** The county will not accept liability for unauthorized use, account numbers which are fraudulently used and cards which are lost or stolen beyond a maximum limit of fifty (\$50) dollars. The county will not accept liability beyond a maximum time period of twenty-four (24) hours after the service provider is notified of a lost or stolen card or that an unauthorized person has used a card. Proposers shall describe in detail the County’s liability under any agreement written as a result of this RFP.

C. **Card Format Design:** The service provider shall provide cards designed for Johnson County, TN. The design shall be approved by the Purchasing Agent and shall contain the following:

1. The County’s logo, as provided by Johnson County, TN, shall appear on the front.
2. The service provider’s toll-free customer service number shall be printed on the back of the card.
3. There shall be no references to ATMs on the card.



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D. Card Controls and Restrictions: The service provider shall have the ability to set restrictions and controls on individual cards. The proposer's card system software shall have the capability to allow the Purchasing Agent and/or Director of Accounts & Budgets to initially set and later make changes to the restrictions and controls on individual cards, within the accepted limits. The Purchasing Agent or Director of Accounts & Budgets shall also have the ability to activate certain cards, which are reserved for emergency use. Johnson County intends to hold two (2) ready to activate "emergency cards," but service provider shall make ready additional cards upon written request by the Purchasing Agent or Director of Accounts & Budgets. These "emergency" cards shall have pre-defined restrictions and controls agreed upon by the county and the proposer. Maximum county-wide limitations for all cards shall be set in writing at the start of the agreement and shall be changed only by written notification from the Purchasing Agent and Director of Accounts & Budgets. The service provider's customer service representatives may not make changes to card limits without this notification. This notification may be provided by fax or electronic mail.

Individual controls shall be set at the time of card application but may be changed at a later time. Card controls may be changed only upon request from the Purchasing Agent or Director of Accounts & Budgets. These changes may be made in writing, fax or electronic mail. A toll-free number shall be available to process these types of changes immediately. Proposers should indicate a time frame for making individual card control changes.

The following controls and restriction options shall be made available for all cards. Limits will be determined at a later time.:

1. Single transaction dollar limitation - Established per individual card, not to exceed the county-established individual cardholder maximum dollar limit (To Be Determined).
2. Velocity limitation - Number of card authorizations per designated period-for example, a specified number of transactions per day or twenty-four (24) hour period.
3. Maximum dollar limitation per period - Maximum monthly dollar amount per individual cardholder.
4. Vendor and commodity blocking - Restrictions on the types of vendors authorized to accept the card and the types of commodities that may be purchased.
5. Cash advances - Complete prohibition of cash advances.
6. Additional controls - As available from the service provider. Proposer shall describe any additional controls they have available.



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E. Training: The service provider shall provide training to the county as follows:

1. Start-up training session - At the start of the agreement, the service provider shall provide initial on-site training to county staff as designated by the Purchasing Agent. The initial training will address benefits and features of the card, billing procedures, available reports and the application process.
2. Training materials - The service provider shall provide written materials that may be used by county department heads to train individual card users in the proper use of the card.
3. Telephone support - The service provider shall provide the name and telephone number of a point-of-contact who will be available by telephone to answer questions that may arise during the county's training of staff or to provide brief training sessions by telephone to new department heads or cardholders. Proposers shall indicate the hours this sort of training will be available.
4. Proposers shall describe any additional training programs or aids such as videos and on-line support and indicate their availability.

F. Customer Support: The service provider shall provide customer support to the Purchasing Agent, Director of Accounts & Budgets, Department Heads and/or other cardholders. This support shall include at a minimum:

1. A toll-free customer assistance number and a toll-free telephone number for reporting lost or stolen cards. Proposers shall describe the availability of these assistance lines and the hours they are staffed.
2. The name, title and telephone number of the customer account representative and alternate who would respond to inquiries by the Purchasing Agent or Director of Accounts & Budgets.
3. The name, title and telephone number of the technical representative and alternate who would respond to inquiries by the Purchasing Agent or Director of Accounts & Budgets.

G. Questioned/Disputed Items and Charge-backs: The service provider shall provide a method for handling questions concerning charges. Toll-free service for this process shall be available. Provisions for handling questioned/disputed items should include how to:

1. Contact the service provider to discuss questioned or disputed items,
2. Credit the county's account, pending resolution of the disputed item and,
3. Process charge-backs for items resolved in the county's favor. Proposers shall provide a time frame for this process.

H. Changes in Cardholder or County Accounts: The Purchasing Agent or Director of Accounts & Budgets may request changes to an individual card or all cards county-wide. Such changes may include changes to card spending limits, number of transaction limits, purchase restrictions, card name, cardholder billing address or telephone number, and (if applicable) card unique identifier number (PIN). These changes may be made in written, fax or electronic mail.

Proposers must offer a time frame between receiving a change request and accomplishing the change. Proposers shall also detail how the request may be conveyed, by phone, fax, electronic mail, etc.



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I. Lost or Stolen Cards: The cardholder, Director of Accounts & Budgets and/or Purchasing Agent will immediately report lost or stolen cards to the service provider. Such reports will be in writing or verbal with written confirmation. The service provider shall provide for immediate cancellation and emergency issue of a replacement card. Proposers must specify the time frame between receiving the report of a lost or stolen card and mailing a replacement card. Also, refer to Section F above regarding availability of toll-free telephone service for this process.

J. Card Termination: The Purchasing Agent or Director of Accounts & Budgets may from time to time notify the service provider of card termination and cancellation. This notification will be in writing or verbal form with written confirmation. Upon notification, the service provider shall immediately cancel the appropriate account(s). Proposers shall specify the time frame between receiving the request and cancellation of the account.

K. Card Acceptance: The service provider's card must be issued by a major commercial credit card company (Including But Not Limited to Visa or Mastercard). It shall be widely accepted by a variety of vendors used by the county both locally and nationally because orders will be placed in person, online or by telephone/fax. Proposers shall describe the card's general acceptance both locally (East Tennessee) and nationally. Provider shall state the intended major company to be used.

L. New Merchants: The service provider should have an established program to recruit new businesses when notified by the county that the service provider's card was not accepted by a particular vendor. Proposers shall describe this program and its level of success.

M. Billing Documentation: A consolidated billing statement will be provided to the Purchasing Agent. The service provider shall also provide the option to view on-line cardholder statements and reports. Invoices for all users of the agreement must meet the county's requirements. The successful proposer must send an itemized invoice/statement at the interval agreed upon which must include the information listed below:

1. Name of the cardholder and account number(s).
2. Name of merchant.
3. Date supplies or services were purchased.
4. Itemized cost for each item/service.

Backup documentation for each purchase shall be available upon request from the Director of Accounts & Budgets or Purchasing Agent. Proposers shall identify the time frame required to provide backup documentation and method required for request (phone, fax, etc.)

N. Security and Quality Control: Proposers shall describe the following:

1. Security - How card information is kept secure including the name of the encryption method or software used.
2. Quality Control – What methods does service provider offer for program feedback, suggestions, or remedies of which would improve program quality for the end user.



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O. Billing Interval (Period): The county shall be billed at a monthly interval. Proposers shall fully describe the following:

1. The time frames involved for close of billing period, transmittal of billing information and payment requirement.
2. Discounts or rebates such as a prompt payment discount or volume discount, if any, available for each billing schedule.

P. Cash Back, Rewards, Or Rebate Programs: Proposers shall identify the types of incentive programs that would be available, details of the incentives, and the terms & conditions of such programs. Proposers shall also describe if such programs have fees, as well as describe Opt-In/Opt-Out allowances for such programs. The method of payout for any incentive programs should be described. Johnson County, TN prohibits individual employees receiving points or incentives from these programs. Johnson County, TN shall retain ownership of any monies or items given as part of these programs, up to what any and all rules or laws that govern such program state as allowable.

Q. Payment: Payment shall be due within an agreed upon number of days after acceptance of all products or services or receipt of a correct invoice/statement for payment, whichever is latest. When payment is by mail, the date of the postmark shall be deemed the date of payment.

R. Late Charges & Interest Rates: If late charges will be assessed to the county's account, proposers shall describe in full detail the rate, how and when the charges would be invoked, and how the charges would be billed, including a sample calculation. Proposer shall provide their stated interest rates Johnson County, TN would be subject to under agreement.

S. Sale of Cardholder Information: The service provider shall not sell, rent or otherwise distribute a list of participating card holders, their addresses or any other information to any person, firm or other entity for any purpose without the written consent of the Johnson County, TN.

T. Reports: The service provider shall provide to the county reports that show monthly (or other agreed upon interval) transaction detail by cardholder, by department and by the county as a whole. Reports shall also be capable of showing transactions by vendor. Reports shall enable the county to reconcile all card transactions including charges, credits, disputes, adjustment, duplicates, etc. Proposers shall describe their reporting system fully and provide report samples. Proposers shall fully describe the extent of spending analysis details that are available. (Also See Section M).

U. Card Life and Renewal: Card life cannot exceed two years and all cards are subject to earlier cancellation. On a monthly basis, the service provider shall submit a report to the Purchasing Agent showing all cards which will expire within the next sixty (60) days. Proposal shall provide information on replacement card fees, if applicable.

V. Initial Agreement Documentation & Information: Proposer shall provide information or sample documentation regarding what processes, information, or documentation the service provider will



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require Johnson County, TN to submit to fulfill agreements, applications, crediting, auditing, or other requirements upon the notice to proceed being issued to the successful proposer.

W. Personal Guarantees: Johnson County, TN does not allow for personal guarantees of card holders or elected officials. Proposer shall provide statement of acceptance that no personal guarantees or personal social security numbers are required under the proposed agreement.

PROPOSAL PREPARATION

- A. Proposals should be prepared simply and economically, providing straightforward, concise descriptions of capabilities. Emphasis should be on completeness, brevity and clarity of content.
- B. Proposers may be required to give an oral presentation to Johnson County, TN employees and/or Elected Offices to clarify or elaborate on the proposal.
- C. Ownership of all data, materials and documentation originated and prepared for the county pursuant to this RFP shall belong exclusively to the county and be subject to public inspection in accordance with applicable statutes. Trade secrets or proprietary information submitted by a proposer shall not be publicly disclosed according to applicable statutes, however, the proposer shall request this protection prior to or upon submission of the data or other materials and must identify the data or other materials to be protected and state the reasons why protection is necessary. Disposition of such material after the award is made shall be stated by the proposer.
- D. Proposals shall contain the following information in the sequence listed:

1. Name of firm submitting the proposal; main office address; when organized; if a corporation, when and where incorporated; appropriate State and Federal registration numbers; the date until which the information in the RFP is binding; and the names and addresses of the service, fiscal and technical representatives who would handle the county's account.
2. Understanding of the problem and technical approach.
 - a. Statement and discussion of the requirements as they are analyzed by the proposer.
 - b. Proposer's definitive Scope of Work with an explanation of technical approaches and a detailed outline of the proposed program for executing the requirements and achieving the objectives of this RFP.
3. Schedule: It is the county's goal to begin implementation of the card to departments no later than April 30, 2019, contingent upon approvals. Proposers shall present a description and time line of the phases or segments into which the proposed program can logically be divided and performed. The narrative shall address separately each of the tasks described in this RFP and responses should be keyed to the appropriate paragraph numbers. This section should also contain a discussion of any changes proposed which substantially differ from the Scope as described above and/or the Procedures that appear attached to this document. This section should include detailed descriptions of activities, significant milestones and anticipated deliverables.
4. Treatment of the Issues: In this section, proposers may comment, if deemed appropriate, on any aspect of the RFP including suggestions or possible alternative approaches to the coverage, definition, development and organization of the items presented in the Requirements section of this RFP.



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5. Statement of Qualifications:

- a. Organizational and staff experience: Proposers must describe their qualifications and experience to perform the work described in this RFP. Information about experience should include direct work with the specific subject matter.
 - b. References: Submit three (3) references from current corporate customers, preferably governments similar in size to Johnson County, TN. Provide complete contact information.
 - c. Personnel: Any subcontractors who will be assigned direct work on this project should be identified and brief resumes provided. Information is required which will show the composition of the task or work group, its specific qualifications and recent relevant experience. The technical areas, character and extent of participation by any subcontractor or consultant must be indicated and the anticipated sources identified.
 - d. Financial Responsibility: Latest audited statements, annual or quarterly reports, rating from a nationally recognized credit rating organization or other acceptable proof of financial responsibility.
 - e. Number and physical location of positions that would be assigned to the county's account and the number of hours each position will spend on implementation and on-going operations throughout the agreement.
6. Pricing Data: The proposer shall detail any and all costs that Johnson County, TN and/or its vendors may incur through use of the card and implementation of this program. Proposers should describe any revenue sharing or incentive programs, if any. The method of payment for any costs and/or incentive programs should be described.

REQUIRED SUBMITTALS

Each proposer responding to this RFP must supply all the required documentation as stated throughout this RFP. Failure to provide the documentation with the response will result in the proposal being declared "non-responsive".

SUBMISSION OF PROPOSAL

One (1) original and five (5) copies of the proposal are due at the Johnson County, TN Purchasing Department, 211 North Church Street, Mountain City, TN 37683 prior to March 14th, 2019 at 2:00 pm. The purchasing agents' clock will be used to determine the 2:00 pm deadline. Proposals received after this date and time will not be considered. It is the responsibility of the proposer to clearly identify and to describe the services being offered in response to the RFP. Proposers are cautioned that organization of their response, as well as thoroughness, is critical to the county's evaluation process. The response should be completed legibly and all required supplemental information must be furnished and presented in an organized and easy-to-follow manner.

PERIOD THAT PROPOSALS REMAIN VALID

Respondents agree that proposals will remain firm for a period of one hundred and twenty (120) calendar days after the specified date for return of proposals to the Purchasing Department.



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NOTIFICATION TO PROCEED

Service may not begin until receipt of a Notice to Proceed from the county's Purchasing Agent.

NO GUARANTEE OF QUANTITIES

Johnson County, TN does not guarantee any amount of purchases by any credit card as a result of this RFP, nor does the county guarantee a minimum number of cards that will be issued.

DISPUTES

Should disputes, alternatives or other disagreements related to the performance of the work herein described arise between the county and the provider, the parties hereto shall negotiate in good faith in an attempt to resolve same. Such negotiations shall take precedence to any remedy at law.

COMPETITION INTENDED

It is the intent of Johnson County, TN that this RFP permit competition. It shall be the proposer's responsibility to advise the Purchasing Agent in writing if any language, requirement, specification, etc., or any combination thereof, inadvertently restricts or limits the requirements stated in the RFP to a single source. Such notification shall be received by the Purchasing Agent no later than ten (10) days prior to the date set for acceptance of proposals.

REJECTION OF PROPOSALS

The right is reserved by the county at its discretion to reject any or all proposals or parts thereof. The county reserves the right to waive defects or informalities, to negotiate with proposers and to accept the proposal deemed in the best interest of the county.

COMPLIANCE WITH LAWS

The service provider shall at all times observe and comply with all Federal, State and local laws, ordinances and regulations which may in any manner affect the performance of this agreement

FEEDBACK

The Johnson County Purchasing Agent reviews any and all feedback or suggestions anyone reviewing these solicitation documents may be willing to provide. Critical feedback or suggestions is an integral part of creating understandable proposal documents. Please feel free to include in your proposal package, or send by mail, a separate page stating these types of items that may help with future proposals. We thank you for your time in doing so.



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Vendor Contact Information

Company Name: _____

Company Mailing Address: _____

Primary Contact Information:

Name _____

Phone # _____

Secondary Contact (If Applicable):

Name _____

Phone # _____

CONFLICT OF INTEREST (ACCORDING TO: T.C.A. 5-14-114) - No member of County of Johnson Legislative body, and no other officer, employee, or agent of the County of Johnson who exercises any functions or responsibilities in connection with the carrying out of the Project to which this Contract pertains, shall have any personal interest in, and/or receive any monies or anything of value directly or indirectly from this Contract.

IRAN DIVESTMENT ACT – By submission of this proposal, each proposal and each person signing on behalf of any vendor certifies, and in the case of a joint proposal each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each vendor is not on the list created pursuant to T.C.A. 12-12-106.

NON-COLLUSION AFFIDAVIT – The agent of the vendor hereby certifies to the best of his/her knowledge and belief that this proposal to Johnson County, TN has not been prepared in collusion with any other seller of similar products. The agent also certifies that the prices, terms and conditions of said proposal have not be communicated by the undersigned, nor by any employee or agent of the vendor, to any other seller of similar products and will not be communicated to any such seller prior to the official opening of said proposal.

The undersigned firm or individual(s), understands the above specifications, conditions, and terms as described. The undersigned proposes to follow all conditions set forth in this document, to furnish and deliver to the place designated, the named supplies/services at the prices quoted within the proposal, same to be charged to Johnson County. We guarantee all the above named goods/services to be in accordance with specifications or equal.

(Printed Name)

_____ Date: _____
(Authorized Signature)

(AFFIX NOTARY SEAL)

My Commission Expires _____

Signature _____