



## **CITY OF KINGMAN**

Request for Proposal

# **PAY CARD PROGRAM FOR THE FINANCE DEPARTMENT**

### **CONTACT PERSON**

Jennifer Wheeler, Payroll Specialist

(928) 753-8047

[jwheeler@cityofkingman.gov](mailto:jwheeler@cityofkingman.gov)

Release Date: June 10, 2020

Proposal Due Date: July 09, 2020, by 3:00 p.m. Arizona Time

PLEASE NOTE: IF RFP DOCUMENTS WERE DOWNLOADED FROM THE CITY OF KINGMAN'S WEBSITE, PROPOSER IS RESPONSIBLE FOR OBTAINING ANY ADDENDA EITHER THROUGH UPDATES ON THE WEBSITE, OR BY CONTACTING THE PERSON LISTED ABOVE.

**CITY OF KINGMAN**

**Request for Proposal – Pay Card Program**

I. Instructions to Proposer ..... 2

II. Proposal Content and Forms ..... 4

III. Evaluation and Award..... 5

IV. Scope of Work ..... 6

EXHIBIT A. .... 7

## I. Instructions to Proposer

### A. Examination of Proposal Documents

By submitting a proposal, the proposer (“Proposer”) represents that they have thoroughly examined and become familiar with the requirements under this Request for Proposals (“RFP”) and that they are capable of providing the product to achieve the City’s objectives.

### B. Addenda

The City of Kingman (“City”) reserves the right to revise RFP documents. Any change to the requirements will be made by written addenda to this RFP. Any written addenda issued pertaining to this RFP shall be incorporated into the terms and conditions of any contract resulting from this RFP. The City will not be bound to any modifications to or deviations from the requirements set forth in this RFP as the result of oral instructions. Proposer shall acknowledge receipt of addenda in its submittal. Failure to acknowledge receipt of all addenda may cause the Proposer to be deemed non-responsive to this RFP and be rejected without further evaluation.

### C. City Contact

All questions and/or contacts regarding this RFP are to be directed only to:

Jennifer Wheeler, Payroll Specialist  
City of Kingman  
310 N. 4<sup>th</sup> Street  
Kingman, AZ 86401  
(928) 753-8047  
[jwheeler@cityofkingman.gov](mailto:jwheeler@cityofkingman.gov)

### D. Clarifications and Questions.

The Proposer is responsible for reviewing the RFP documents prior to the proposal due date and for requesting clarification or interpretation of any discrepancy, deficiency, ambiguity or error, or omission contained in the RFP documents. The Proposer shall notify the City in writing, in accordance with Section D.2. below, and should it be found by the City that the point in question is not clearly and fully set forth; the City will issue a written addendum clarifying the matter, which will be posted on the City’s website.

Requests for clarifications, questions and comments must be clearly labeled “**Written Questions: RFP – Pay Card Program for the Finance Department, RFP No. FIN20-003**”. The City is not responsible for failure to respond to a request that has not been appropriately labeled, and addressed to Jennifer Wheeler, Payroll Specialist, City of Kingman.

Any of the methods of the City contact set forth in section I.C. above may be utilized for delivering written questions as long as the questions are received no later than June 26, 2020.

Responses from the City will be posted on the City’s website no later than 72 hours prior to the submission deadline. Proposers may download responses from the City’s website at [www.cityofkingman.gov](http://www.cityofkingman.gov).

**E. Submission of Proposals**

**Proposals must be submitted at or before 3:00 p.m. on July 09, 2020 to the City Clerk’s Office at 310 N. 4<sup>th</sup> Street, Kingman, AZ 86401.**

Submissions received after the specified date and time will be rejected without consideration or evaluation. Submissions may be delivered via U.S. mail, personal delivery or commercial courier service to the appropriate address specified above. Faxed or electronic submissions will not be accepted.

The Proposer shall submit one (1) original unbound and two (2) unbound copies of its proposal in a sealed package. The package should bear the Proposer’s name and address and be clearly marked as follows:

**“RFP – Pay Card Program for the Finance Department, RFP No. FIN20-003”**

Proposer shall be entirely responsible for any consequences resulting from any inadvertent opening of unsealed or improperly identified packages. It is the Proposer’s sole responsibility to see that its submittal is received as required.

The City reserves the right to accept or reject any and all proposals, or any item or part thereof, or to waive any informalities or irregularities in the proposals.

The City reserves the right to withdraw or cancel this RFP, or any part hereof at any time without prior notice and the City makes no representations that any contract will be awarded to any Proposer responding to this RFP.

The City reserves the right to issue a new RFP and postpone proposal openings for its own convenience.

The City reserves the right to require confirmation of information furnished by Proposer, or for the Proposer to provide additional evidence of the ability to provide the product, or to obtain information from any source that has the potential to improve the understanding and evaluation of the proposals.

Proposals are not to be copyrighted.

**F. Insurance Requirements.**

The Proposer will be required to have in effect for the duration of the contract, insurance coverage acceptable to the City. Prior to the acceptance of any contract, the Proposer will submit to the City insurance certificates naming the City as an additional insured.

**G. Protest of Award.**

A protest of award must be physically delivered to the City Clerk within five (5) working days of the notice of award date. Packages containing protests shall be marked as follows:

RFP Award Protest, RFP – Pay Card Program for the Finance Department  
City of Kingman  
Attn: Annie Meredith, City Clerk  
310 N. Fourth Street  
Kingman, AZ 86401

**H. Vendor Registration and IRS Form.**

Prior to the execution of a Contract, the successful Proposer must properly fill out and complete a City Vendor Registration and IRS W-9 Form and file the documents with the City's Finance Department.

**I. Disputes.**

In the event any doubt or differences of opinions exists as to the items or service to be furnished hereunder, or from evaluation and/or testing of substitutes, or the interpretation of the provisions of this procurement, the decision of the City of Kingman shall be final and binding upon all parties.

**J. Solicitation Document Conflicts.**

In the event any discrepancies exist between the proposer(s) submitted response and the original solicitation document, the RFP on file with the City shall govern.

**K. Response Preparation Costs.**

Costs incurred by any Proposer in preparation of a response to this RFP shall be the sole responsibility of the Proposer and will not be reimbursed by the City.

**L. Confidentiality.**

The City of Kingman is subject to the Arizona Revised Statutes, Title 39, Chapter 1, relating to public records. The RFP herein states that the following RFP materials shall be submitted in confidence, shall remain confidential, and are exempt from disclosure to the extent allowed by law and pursuant to ARS § 41-2534, D., "Proposals shall be opened publicly at the time and place designated in the Request For Proposals. The name of each offeror and such other relevant information as is specified by rule shall be publicly read and recorded in accordance with rules adopted by the director. All other information contained in the proposals shall be confidential so as to avoid disclosure of contents prejudicial to competing offerors during the process of negotiation. The proposals shall be open for public inspection after contract award. To the extent the offeror designates and the state concurs, trade secrets or other proprietary data contained in the offer documents shall remain confidential in accordance with rules adopted by the director."

**II. Proposal Content and Forms**

**A. Proposal Format and Content**

Letter of Transmittal

The original letter of transmittal shall be on 8.5" x 11" paper and addressed to Jennifer Wheeler, Payroll Specialist, and must, at a minimum, contain the following:

- a. Identification of Proposer that will have the authorization to commit to the contractual terms and conditions. Identification shall include legal company name, corporate address, telephone, fax number and e-mail address. Include name, title, address, telephone number and e-mail address of the contact person during the proposal evaluation phase.

- b. Acknowledgement of Proposer as to whether they shall be considered a Resident Offeror. A Resident Offeror is a City of Kingman bidder. When evaluating a bid, the applicable amount of the City’s transaction privilege taxes shall not be included when the City is evaluating an award to be made between a City of Kingman bidder and an Arizona based non-City of Kingman bidder.
- c. Acknowledgment of any RFP addenda.
- d. A statement to the effect that the proposal shall remain valid for a period of not less than 120 days from the date of submittal.
- e. Signature of a person authorized to bind Proposer to the terms of the contract resulting from the proposal.
- f. A statement to the effect that by signing the letter of transmittal, Proposer is attesting that all information submitted with the proposal is true and correct.
- g. Exceptions/Deviations - State any exceptions to or deviations from the requirements of this RFP. Where Proposer wishes to propose alternative approaches to meeting the City's requirements, these should be thoroughly explained.

Proposed Scope of Work

The proposal shall include a detailed description of what is to be provided by the Proposer to achieve the results as stated in Section IV Scope of Work.

List of Services, Fees and Reporting Features

The Proposer shall include with the proposal the completed list of services, fees and reporting features, attached hereto as Exhibit A and incorporated herein by this reference.

Appendices

Information considered by Proposer to be pertinent to this RFP and which has not been specifically solicited in any of the aforementioned sections may be placed in a separate appendix section. Proposer is cautioned, however, that this does not constitute an invitation to submit large amounts of extraneous materials. Appendices should be relevant and brief.

### III. Evaluation and Award

#### A. Proposal Evaluation Criteria

|   |                  |
|---|------------------|
| <i>Fees</i>   | <i>60 points</i> |
| <i>Services Offered</i>                                 | <i>30 points</i> |
| <i>Ability to Meet Implementation Date of July 2020</i> | <i>10 points</i> |

#### B. Evaluation Procedure and Award

An evaluation committee will be appointed to review all proposals received. The committee will be comprised of City staff. The committee members will review the proposals and score each proposal using the ranking criteria identified herein.

The overall scoring and ranking of proposals will be based upon the committee’s evaluation as to which proposal provides the greatest value to the City.

Once all proposals are reviewed by the committee, the highest scored Proposer will then be notified. The final terms, solutions, cost and contract will be negotiated with the selected proposer. If unable to negotiate a contract, negotiations will commence with the next highest ranked Proposer.

## **IV. Scope of Work**

### **A. General Information**

#### Introduction

The City of Kingman is requesting proposals for Payroll Cards. Currently, the City's process for payroll is to issue a paper check for the first payroll, for pre-note purposes, and direct deposit thereafter. If anything fails in the pre-note process, the employee must then correct the information and wait for another paper check before the direct deposit is finished being set up. Paper checks are issued by the Finance Department, and employees must come to the City Complex to pick up a paper check which can be inconvenient.

The City of Kingman processes approximately \$12 million in net pay annually for up to 450 employees. Payroll is processed on a bi-weekly basis. A majority of the City's employees utilize direct deposit as a payment method. There are about 100 employees who choose to have a paper check issued. With the ease of access that pay cards offer, providing these employees with a pay card option may prove to be a benefit.

#### Timeline

The City's timeline for implementation of a pay card program would be by early August 2020.

**EXHIBIT A.  
LIST OF SERVICES, FEES AND REPORTING FEATURES**

| City of Kingman                               |  |
|---|--|
| List of Services, Fees and Reporting Features | Bidder Response  |
| 1   | Do you have a list of all possible fees including Employer and Employee? If so, please include in your response. |
| 2   | Do you have materials for employees to review?   |
| 3   | How long have you been in payroll card business?   |
| 4   | Is your solution compliant in Arizona?   |
| 5   | Is it necessary for employees to activate their card to get their pay?   |
| 6   | Do you offer regulatory guidance?  |
| 7   | Do you have a compliant solution for termination and off-cycle pay?  |
| 8   | Do you offer instant issue cards?  |
| 9   | Do you offer convenience checks?   |
| 10  | Do you offer any other pay options?  |
| 11  | Can we submit a single file for all payment methods?   |
| 12  | Do you rely on a third party processor, or do you own the processing platform?                                   |
| 13  | Do you offer an employer/administrator interface that supports pay cards?  |
| 14  | Do you offer EMV protected cards?  |
| 15  | Do you offer dedicated implementation and account management support?  |
| 16  | How can you help us with program roll-out and achieve 100% electronic payments?                                  |
| 17  | How long to roll-out the program?  |



| City of Kingman                               |  |                 |
|---|--|-----------------|
| List of Services, Fees and Reporting Features |  | Bidder Response |
| 18  | What fees will you charge me as the client?                                |                 |
| 19  | Do you provide access to surcharge free ATM networks? If so, how many?     |                 |
| 20  | Do you provide the ability to perform Over-the-Counter (OTC) transactions? |                 |
| 21  | Do you provide reload and deposit capabilities?                            |                 |
| 22  | Do you provide bill pay and peer-to-peer capability?                       |                 |
| 23  | Do you provide early access to earned wages?                               |                 |
| 24  | Do you provide fraud protection features?                                  |                 |
| 25  | Do you provide the ability to allow overdrafts?                            |                 |
| 26  | Do you provide support for mobile wallets?                                 |                 |
| 27  | Do you provide notifications? If so, what methods are used?                |                 |
| 28  | Do you provide portability?  |                 |
| 29  | Do you provide the ability to have multiple cards?                         |                 |
| 30  | Do you provide mobile account management?                                  |                 |
| 31  | Do you provide 24/7 cardholder customer service?                           |                 |
| 32  | Do you provide Reg E coverage?   |                 |
| 33  | Do you provide card tracking?  |                 |
| 34  | Do you have a deactivation process?  |                 |
| 35  | How long before pay cards are deactivated automatically?                   |                 |
| 36  | What reporting features do you offer?                                      |                 |