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| 1.In February of 2021, you were using the PNC program with a XX% rebate and expressed great satisfaction with their program.  Curious what the desire to change is now?  Are you looking for different features? No longer banking with PNC? Other?What types of data analytics and rebates align with USI's organizational goals? | *Yes, we are still happy with the program. We are looking for:** *Mobile app w/receipt capture*
* *New software capabilities*
* *More robust system modernized system*
* *Rebate options*
 |
| 2.What ERP software does USI currently utilize?  How are you currently passing your card information into your ERP system? | *PCard:** *Banner*
* *Currently, there are scripted programs uploaded*
* *SFTP required for monthly image download*

*TCard:** *Emburse Enterprise T&E software*
* *Daily file set up of transactions*
 |
| 3.Will you please confirm the total annual spend of ~$4MM for USI? or is that number (in Section 12.A) just a placeholder?  | *Confirmed.* |
| 4.What is the approximate number of cardholders at USI?  | *See Section 13.B of RFP**“Use the initial stock order of 250 for Procurement Cards and 525 for Travel Cards.”* |
| 5.Do you currently use any Purchasing Cards? If yes, who is the card provider?If yes, what benefits, if any, do you get for your current vendor and/employee spend? | *Yes.**VISA with PNC Bank.**Benefit:** *Quarterly rebate*
 |
| 6.Can you briefly describe your current approval workflows involved in the purchasing process → payment approval → disbursement.Please also highlight any specificchallenges in the current process | *PCard Workflow:** *Cardholder reconciles transaction*
* *AP reviews for receipt upload, correct allocation*
* *3rd party reviews all transactions*

*Challenges:** *Potential validation of the accounting string in our ERP (Banner)*
* *Need requirements applied to each transaction line prior to cardholder’s submission for AP review.*

*Examples:** + *Receipt uploaded required*
	+ *Business purpose description required*

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| 7.How does your current process reconcile your purchasing spend in your Financial Accounting system. | *See response to 2.* |
| 8.Do you currently use or plan to use Virtual cards?Virtual Cards act like physical cards and can be issued for specific purpose, person, period, amount, etc. They do not have any additional cost and gives you a lot of granularity & control over your spending | *Yes, we currently have a program.* |
| 9.Do your employees spend and claim reimbursements including travel?How do you approve, control & account for it? | *Non-travel expenses:**They are approved and controlled through ESM (purchasing software).**Travel expenses:** *TCard is provided for majority of travel payments.*
* *Travel reimbursements are approved and controlled through Emburse Enterprise (T&E software).*
 |
| 10.Do you currently perform a 2-way or 3-way match for vendor payment?2-way match would be matching PO against Invoice before payments3-way match would be matching PO, Goods Receipt and InvoicePlease describe any challenges in the current process and if you would like the proposed P-Card platform to offer such capabilities? | *3-way match for vendor payment.**See responses to 1 and 6.* |
| 11.How many employee reimbursements are done on a monthly basis, if any? Please also indicate the $value spend. It can be a range and does not have to be an exact number | *Data not available.* |
| 12.Do you experience rogue or ghost spending?i.e. spending that is only found much after it has already been incurred? | *Yes, we have rogue spending but we try to control it with MCC groups and our 3rd-party reviewer.* |
| 13.Do you have a Spend Analytics process?If yes, how do perform your current analysis Please describe and also highlight any specific challenges | *PCard:**3rd-party reviewer provides reports.**TCard:**T&E software provides reports.**See response to 6.* |
| 14.Financial Accounting system that you have is Great Plains. What are the other FMS’s being used by other entities? Please indicate what integration capabilities do those FMS offer and if possible please provide the billing data file required for them. | *We do not have Great Plans.* *We use Banner.* *See response to 2.* |
| 15.Who was involved in the preparation of this RFP?Were there parties external to the County that participated in its preparation? | *Procurement and Accounts Payable.**No external parties.* |
| 16.Is this projected budgeted and approved?What are the projected decision timelines? | *Yes.**Early November 2025.* |
| 17.Are there any specific dates/timelines that are critical for the successful launch and completion of this project? | *Critical timeframe is implemented prior to our fiscal year end of June 30.*  |
| 18.Which of the below features are mandatory on the card design:The approved entity logoThe phrase FOR OFFICIAL USE ONLY Entity Name Employee Name Card Number Expiration Date Tax Exempt Status Identifier The Offeror’s toll-free “help” telephone number Confidential Identification Number, commonly referred to as the CID, CIN, or CVV | *See Section 5.B of RFP for card design.**From your list, the following features are required:** *Entity logo*
* *Entity name*
* *Card number*
* *Expiration date*
* *Tax exempt status identifier (our tax exempt number)*
* *Customer service toll-free number*
* *CVV*
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| 19.Do you use a travel management company? | *Yes.* |
| 20.The RFP issued states that it is inviting financial institutions. Is this solicitation restricted to Financial institutions only?Our solution is an industry leading commercial card & travel/expense card solution utilized by over 30,000 customers. We would like to submit a response if our proposal would be considered equitably. Kindly confirm? | *Company needs to be an approved Indiana Public Depository.* |
| 21.Do you currently have a procurement card and travel card program?If yes, - who is the card provider?- has a decision been made to replace the current provider?- are there any specific issues/functionality deficiencies that has necessitate this RFP  | *See Objective statement of RFP.**PNC Bank is current provider.**No, a decision has not been made to replace current provider.**See response to 6.* |
| 22.What is the current and/or anticipated spend on procurement cards and travel cards | *See response to 3.* |
| 23.How many procurement card and travel cards do you expect to issue? | *See response to 4.* |
| 24.Can you briefly describe your current approval workflows involved in the purchasing process, payment approval and disbursement of payment | *See response to 6.* |
| 25.How does your current process reconcile your purchases and travel expenses in your Financial Accounting system?Do you have challenges or incur manual efforts in applying expenses to the right Account code or the right Project, Site, Cost Center ETC. | *See response to 2.**See response to 6.* |
| 26.Which Accounting software do you use?Do you expect integration with your Financial Accounting system?  | *See response to 2.**We need import/export integration.* |
| 27.Do you currently use or plan to use Virtual cards?*Virtual Cards do not have any additional cost and gives you a lot of granularity & control over your spending* | *See response to 8.* |
| 28.How many Suppliers do you issue payments on a monthly basis.*Please also indicate the $value spend. It can be a range and does not have to be an exact number* | *Data not available.* |
| 29.What was involved in the preparation of this RFP?Were there any consulting, and/or 3rd party entities involved in preparation and/or influenced the preparation | *See response to 15.* |
| 30.Is this project for implementing and/or replacing the current card provider budgeted and approved? | *See response to 16.**See response to 6.* |
| Are there any specific functionalities that are a business pain point that you’d like to describe: |  |
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| 31.What network is your current program on (Visa, Mastercard)? | *VISA* |
| 32.How many cardholders do you have currently? | *See response to 4.* |
| 33.What is the breakout of your card program (Procurement vs Travel) both spend volume and number of cards?  | *Spend $2M / $2M**See response to 4.* |
| 34.What is the project growth for the program? | *Unsure* |
| 35.Do you have Virtual Card or Integrated Payables?  Is that something you are interested in adding? | *Yes.**We are open to hearing about options.* |
| 36.What is your current rebate (basis points)? | *Unable to answer this question due to current provider submitting a proposal.* |
| 37.What are your current fees?  * 1. Implementation
	2. Monthly Expense Management Fee
	3. Cards
	4. Rush /Expedited Fees
	5. Foreign Exchange Rate
 | *No fees.* |
| 38.Can we get a 12 month spend file? | *Unable to provide at this time.*  |

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| 39.What percentage of your overall transaction volume fall into the Large Ticket category? | *1.2%*  |
| 40.What percentage of your overall Transaction volume fall into Preferred or Negotiated pricing? | *14%* |
| 41.What are your current payment terms? | *Net 30* |
| 42.What cycle and grace terms are you looking for?   | *Closing date to be 15th of the month, with net 30 or better.* |
| 43.Are you set up currently for auto debit? | *Yes.* |
| 44.Do you currently have custom card art, and if so, is the entire plastic customized or just a custom name added to standard stock? | *Custom logo and name added to standard stock. But different color stock for each program (PCard, TCard).* |
| 45.What expense management tool are you currently using? | *See response to 2.* |
| 46.How are you currently passing your card information into your ERP system? | *See response to 2.* |
| 47.How many Org Points/ GLs will you need for your expense management system?  | *List of Fund Org combinations is approx. 1,000* |
| 48.What are the current pain points with your existing Expense Management tool? | *See response to 6.* |
| 49.Does your existing method offer a mobile app or Mobile-friendly site? | *No* |
| 50.Please confirm that $4 million was the ***total*** spend for the 2024 period, if not, please provide total spend. “Beginning” of the sliding scale caused some questions to arise from our team regarding total volume.  | *Confirmed.* |
| 51.Is there any significant seasonality to USI’s spend throughout the year? | *Increases during the school year.* |
| 52.List vendors (or categories of vendors) whose transactions may be excluded from a rebate.  | *Unable to provide.* |
| 53.May we receive a vendor file to analyze the vendors and categories of spend to identify and answer this question? Template attached. | *Unable to provide at this time.* |
| 54.We would like to ask if you are open to consolidating the programs and allowing us to include information in the RFP for such a consolidation? | *No.* |
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| Costs, if any, for replacement cards (Section 6.B). |
| Travel Card Replacement “Rush” International |
| Travel Card Replacement “Emergency” International |

55.Would you please confirm the purpose, frequency, and any other pertinent information regarding international travel? | *This can be the same, however, “Rush” refers to a card needed asap, and “Emergency” refers to a card needed within 24hrs.**Business travel to international destinations. Often with groups of students.* |
| 56.As standard practice, are you in agreement with references being provided when 5th 3rd is deemed as the winning or a finalist bid in the RFP process? | *Yes.* |
| 57.We have (3) references and respectfully request we honor client confidentiality until necessary in the review process. | *Agreed.* |
| 58.What do you anticipate the annual dollar volume to be for the total of all the Commercial Cards?    | *See Section 12.A of RFP.*  |
| 59.Do have an estimate on how many Commercial Cards you will need?   How many are you currently using? | *See response to 4.* |
| 60.What is the anticipated increase in spend year over year for the card program? | *Unsure.* |
| 61.Are there specific APIs or integration protocols required? | *SFTP would be needed at a minimum.* |
| 62.Are you able to provide a Vendor file? | *See response to 53.* |
| 63.What are the scalability requirements for card volume and transaction frequency? | *PCard**Limit of 10 transactions per day**Limit of 100 transaction per month**Limit of $4,999 single transaction**TCard**Varies by trip* |
| 64.What internal and regulatory compliance requirements must be adhered to? | *Federal and state regulations.* |
| 65.How many cards will you need? | *See response to 4.* |
| 66.What specific fraud protection measures are expected? | *Expect financial institution to monitor and stop fraud.**See Section 4 of RFP.* |
| 67.What key performance indicators for customer service are expected? | *24/7 customer service.* *Account manager.* |
| 68.What types of data analytics and rebates align with USI's organizational goals? | *See response to 1.* |
| 69.Are there preferred reporting formats or dashboards? | *Open to options* |
| 70.What are the requirements for custom card design and branding guidelines? | *See response to 18.* |
| 71.What information security framework standards are required? | *See Section 4 of RFP.* |
| 72.Are specific certifications or audits necessary? | *See Section 4 of RFP for items needed ex. SOC 2* |
| 73.What are the expectations for the initial training program for Program Administrators? | Training for full use of the portal. |