



**The Regents
of the
University of California**

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***REQUEST FOR PROPOSAL
AE2016-2-UCOPBCS***

for

UC Bank Card Services

Issued By: The Regents of the University of California

Issued Date: Friday, September 23, 2016

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It is the Supplier's responsibility to read the entire document and any addenda and to comply with all requirements. Any addenda to this Request for Proposal (RFP) will be directed to all participating Suppliers. It is the Supplier's responsibility to watch e-mail for any addendums, notices, or changes to the RFP or process.

The information contained in this Request for Proposal is confidential and proprietary to the University of California and is to be used by the recipient solely for the purpose of responding to this RFP.

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SECTION I: UNIVERSITY OF CALIFORNIA OVERVIEW

A) Background

The University of California (“UC”), one of the largest and most acclaimed institutions of higher learning in the world, is dedicated to excellence in teaching, research, health care and public service. It is a public institution with annual resources of over \$26 billion and encompasses ten campuses, six medical schools and five medical centers, four law schools and a statewide Division of Agriculture and Natural Resources. The University is also involved in the operation and management of three national laboratories for the U.S. Department of Energy.

The University has a pre-eminent regular teaching faculty of approximately 10,000 members. More than 62 Nobel Prizes have been awarded to researchers of the University; 29 of the Nobel Prizes have been won since 1995. No U.S. public university has won more Nobel Prizes than UC. University affiliated researchers have received 67 National Medals of Science – about 13 percent of the medals presented – since Congress created the award in 1959. The University has more members of the National Academy of Sciences than any other college or university.

Systemwide management of the University of California is assigned to the Office of the President based in Oakland, California. Its divisions oversee UC’s academic mission, budget, external relations, legal matters, and business and financial activities (including the UC Office of the Chief Investments Officer). The University is governed by a Board of Regents consisting of 26 members, 18 of whom are appointed by the Governor for 12-year overlapping terms.

B) Overview of UC Bank Card Program(s)

The University of California currently utilizes five (5) primary card products: Procurement Card, Corporate (Travel/Entertainment) Card, Central Travel Service (CTS) Card, Event Card and an AP virtual card solution (we currently utilize both vendor specific accounts and single use), all under a single provider. The current program is utilized by all University of California campuses and medical centers. Additionally, the program is utilized by National Nuclear Security Administration and Department of Energy contractor locations. The overall program is centrally managed out of the University of California, Office of the President. Not every site utilizes all currently offered bank card products, but in general, each site (campus, medical center and laboratory) has a manager/ administrator for each of the primary card products listed above. These administrators manage the strategic and day-to-day programs of their site and are the primary escalation point for any card related issues or inquiries by site customers.

Many of the bank card programs are mature at University of California schools, but the virtual card solution for Accounts Payable (AP) processing is still in a rapid growth phase and UC anticipates further increases in utilization. UC has had a commercial card program for over 20 years.

Many of UC’s commercial card programs are customized to benefit individual program and department needs, including faculty/staff purchases of goods, services, travel, student group/team travel, international study abroad, and Facilities Management. The University uses multiple Merchant Category Code (“MCC”) profiles to control card purchases. MCCs are used on the individual card level

to customize a card for a particular department’s requirements. Additional card customization may include, but is not limited to, lifting the single purchase limit, unblocking MCC codes, and increasing a monthly credit limit. The University utilizes recurring balance cards, declining balance cards, department cards, and ghost cards.

During 2015, the University utilized approximately 87,600 cards/accounts totaling more than 1,687,400 transactions (including AP virtual solution transactions). At the end of calendar year 2015, our overall program saw \$824 million in volume pass through our current bank card provider.

Card Program	Total Volume	Cards/Accounts	Total Transactions	Large Ticket Transactions	Large Ticket Volume*
Purchasing Card	\$522M	19,200	1,117,930	2,900	\$32M
Corporate (T&E) Card	\$ 84M	24,700	501,100		
Virtual Card	\$214M	43,700	68,370	4,700	\$60M

*Note: Large ticket volume and transactions included in total card volume and transactions

SECTION II: INTRODUCTION TO THE REQUEST FOR PROPOSAL

Through this Request for Proposal (RFP) process, the University of California will select provider(s) to assist the University in managing commercial card programs for both purchasing and travel needs, as well as an accounts payable virtual card solution. UC desires programs that will maximize value to the University through enhanced technology, superior customer service, streamlined services, greater financial benefits and lower total operating costs. The University is interested in maximizing any revenue available through this program.

A program of our breadth and depth needs an invested, financially solvent, innovative and robust partner to match it. Although we are looking firstly at the offering of the bank card products noted above, we also greatly encourage all Suppliers bidding on this RFP to present us with their most innovative and strategic proposal. Tell us what you see as best practice in the industry; don't be afraid to look beyond what we've outlined in the questions section and really focus on how this relationship can create even greater synergies and partnerships in the future.

The selected Supplier(s) will include the following features as part of the program(s):

- a. A commercial Procurement Card, Corporate (Travel) Card and One Card solution for purchasing and travel needs and/or a Virtual Card Accounts Payable solution;
- b. Robust management reporting capability;
- c. File format integration with multiple financial systems;
- d. Maximizing revenue to the University;
- e. Declining balance card options;
- f. Fraud insurance for all credit card types utilized by the University;
- g. A card solution which maximizes acceptance by UC's merchants (both domestic and abroad).

SECTION III: PROPOSAL STRUCTURE

This RFP is structured as two scopes of work and allows for Suppliers to submit a proposal for one or both scopes, depending on their qualifications and capabilities:

Scope I: Procurement Card, Corporate Card, and One Card

Scope II: Virtual Card Accounts Payable (AP) Solution

Suppliers are NOT required to bid on both scopes, and may not be qualified to do so.

UC reserves the right to award Scope I and Scope II together or separately.

It is anticipated that the initial term of any Agreement(s) resulting from this RFP will be for a period of five (5) years. The University may, at its option, extend or renew the agreement for additional two (2) one-year periods at the same terms and conditions.

SECTION IV: SUPPLIER REQUIREMENTS

The requirements shown below are essential to the UC for proposal consideration. Automatic disqualification from the RFP process will result from Supplier's failure to provide or be in compliance with any one or more of the following requirements.

- a) The University of California Terms and Conditions of Purchase, dated 7/7/16, as referenced in **Attachment B to this RFP**, will be incorporated into any Agreement that may result from this RFP.
 - i) Provide a statement accepting the UC Terms and Conditions of Purchase, dated 7/7/16. (These Terms and Conditions have been approved by the UC Regents for use on all UC transactions).
- b) The University of California Appendix – Data Security and Privacy, dated 1/19/16, as referenced in **Attachment C to this RFP**, will be incorporated into any Agreement that may result from this RFP.
 - i) Provide a statement accepting the UC Appendix – Data Security and Privacy, dated 1/19/16.
- c) ADA Web Accessibility Compliance: Suppliers will conform to the accessibility requirements of WCAG 2.0AA for products/services with web or Internet access, as stated in the UC Terms and Conditions of Purchase, dated 7/7/16.
 - i) Provide a statement on your company's policy and commitment regarding web accessibility and your ability to meet these standards.
 - ii) Provide detailed information about the web accessibility of your products or services.
 - iii) Describe how your company achieves compliance with web accessibility standards.
 - iv) Supplier finalists will be required to demonstrate the web accessibility of its products; at a minimum, the supplier should show how blind or low-vision users would access the product using a screen reader.
- d) All bids shall remain available for UC acceptance for a minimum of 180 days following the RFP close date.
- e) No late proposals will be accepted. Any proposals received after the specified deadline for submission shall result in automatic disqualification.

Note: Refer to Section XV, F "Proposal Format" for submittal instructions of this section.

SECTION V: SUPPLIER QUALIFICATIONS FOR SCOPE I

To be considered for evaluation of UC's **Procurement Card, Corporate Card and One Card**, Suppliers must meet the following minimum qualifications:

- a) In accordance with a Regents Standing Order, only financial institutions that meet specified ratings published by major debt rating agencies are qualified to provide a proposal for Scope I. Approved financial institutions must maintain an issuer rating on long term debt of A3 or higher as defined by Moody's Investor Service, A- or higher as defined by Standard & Poor's Corporation, or an Asset Peer Group rating of 65 or higher as defined by Sheshunoff Bank Rating Reports.
 - i) Provide your most current financial ratings and dates as rated by:
 - AM Best
 - Standard & Poors
 - Moody's
- b) Supplier must have proven experience with engagements of similar size and scope as described in Scope I (refer to Section I and VI for size and scope).
 - i) Provide a statement of the organization's overall experience with engagements of similar size and scope.
 - ii) Provide three (3) current references with contact information for each card program for clients that are of similar size and scope of UC, and preferably one in higher education.
 - iii) Provide three (3) past references with contact information (one for each card program) for clients that did not renew their contract within the past five (5) years.
 - iv) Give the contract term dates, contract numbers, contracting departments, services provided and contract revenue of contracts for the prior five (5) years, if the Supplier is a previous or current Service Provider with the UC.
 - v) Identify the key personnel who will be assigned to manage this account. Include resumes for each key personnel describing their experience and tenure.

Note: Refer to Section XV, F "Proposal Format" for submittal instructions of this section.

SECTION VI: SCOPE AND REQUIREMENTS – SCOPE I

This section sets forth the specific scope and requirements for the card products included in **Scope I; Procurement Card, Corporate Card and One Card**.

Refer to the UC Bank Card Scope I and Scope II Questionnaire, as referenced in **Attachment D to this RFP**, for specific questions by card product.

1) Bank/Credit Card Systems. Upon award of this scope, the selected Supplier will provide UC with a web-based program management tool which has proven success integrating with financial accounting systems. This software will provide the Card Administrator at minimum the following functionality:

- a) Ability to open new commercial Procurement Card, Corporate Card or One Card accounts;
- b) Capability to change MCC code restrictions in real-time and with effective dating option, as necessary;
- c) Account closure in real-time;
- d) Ability to adjust cardholder credit limit, single-transaction limit, etc. in real time and with effective dating.

Functions required by an online account maintenance system and online reporting system may be provided in a single application.

2) Procurement Card Solution. UC utilizes a variety of Procurement credit card offerings (traditional card, ghost card, CTS, CPS, etc.), which provide a means of direct payment by various designated staff throughout the program sites. These products are employed by all entities involved in this program. All Procurement cards are managed as corporate liability cards. The University requests the Supplier to provide information on their procurement card solution. The program will provide at a minimum:

- a) Dedicated Service and Support team to provide best-in-class communication, service and support;
- b) Supplier must have robust risk management, monitoring and business intelligence assessment capabilities with near real time/online capability to alert potential fraud based on “learning” cardholders’ spending patterns, dollar limits, etc.;
- c) Seamless systems integration which has proven success integrating with financial accounting systems (e.g., Oracle, Concur);
- d) Virtual Card Option. Supplier must have virtual card capability for all commercial card users, with robust technological capabilities and proven record of excellence in security. Obtaining Virtual account numbers (VANs) must be efficient process for site administrators and extensive reporting must be provided;
- e) Declining balance card options;
- f) Fraud insurance for all credit card types utilized by the University.

3) Corporate Card Solution. The scope of this program includes all Travel & Entertainment credit cards utilized by the sites involved in this program. UC is open to both contingent liability and corporate liability cards, and may have to tailor the offering by campus or site. The University requests the Supplier provide information on their corporate card solution. Program will provide at a minimum:

- a) Dedicated Service and Support team to provide best-in-class communication, service and support;
- b) Supplier must have robust risk management, monitoring and business intelligence assessment capabilities with near real time/online capability to alert potential fraud based on “learning” cardholders’ spending patterns, dollar limits, etc.;
- c) Seamless systems integration which has proven success integrating with T&E/Financial accounting systems (e.g., Concur);
- d) Virtual Card Option. Supplier must have virtual card option with robust technological capabilities, proven record of excellence in security. Obtaining Virtual account numbers (VANs) must be efficient process for site administrators and extensive reporting must be provided;
- e) Declining balance card options;
- f) Fraud insurance for all credit card types utilized by the University.

4) One Card Solution. UC and all other sites named in this program do not currently utilize a One Card solution. The scope of this program being One Card (a combination Travel/Entertainment and Procurement Card) credit cards would be utilized by the entities involved in this program that decide to opt in to this new offering. All One Cards will be managed as corporate liability cards. The University requests the Supplier provide information on their One Card solution. Program will provide at a minimum:

- a) Dedicated Service Support team to provide best-in-class communication, service and support;
- b) Supplier must have robust risk management, monitoring and business intelligence assessment capabilities with near real time/online capability to alert potential fraud based on “learning” cardholders’ spending patterns, dollar limits, etc.;
- c) Seamless systems integration which has proven success integrating with T&E/Financial accounting systems (e.g., Concur);
- d) Virtual Card Option. Supplier must have virtual card option with robust technological capabilities, proven record of excellence in security. Obtaining Virtual account numbers (VANs) must be efficient process for site administrators and extensive reporting must be provided;
- e) Declining balance card options;
- f) Fraud insurance for all credit card types utilized by the University.

- 5) Customer Support.** A designated account manager, technical support specialist and a service representative are to be assigned by the Supplier to the University. The representatives must be familiar with the needs of the University. In addition, the University requires:
- a) Service level agreements clearly outlined with focus on issue resolution process and defined expectations for both client and provider;
 - b) Customer service hours for our program card administrators (to call in to a representative via toll free number) must be (at a minimum) 8am – 5pm Pacific Time. Customer service hours for our card holders (to call in to a representative) must be 24 hours, 7 days a week;
 - c) Card Acquiring functionality/expertise to assist vendors who do not currently accept credit cards.
- 6) Billing.** The University requires reporting to enable daily, weekly, semi-monthly or monthly payment based on the payments vendors have processed.
- 7) Card Format and Design.** All commercial cards should have the University of California (or equivalent entity designation) on the front of the card along with the University's (or appropriate site's) tax exempt number (if applicable). The cardholder name area must consist of two lines. The first line is the cardholder's name and the second line is the department name (if applicable).
- 8) Cash Advances.** The card program shall be flexible enough to allow for a card cash access to be turned off and on as needed.
- 9) Reporting.** Reports available to the University shall include, at a minimum, company statistics, exception reports, spending analysis, and activity. The University is also interested in a comprehensive number of standard reports as well as a robust ad-hoc reporting option.
- 10) Data Format.** Each program site must be able to receive transaction files in their preferred format to ensure the least impact on their IT support/resources. Refer to the UC Financial Systems List, as referenced in **Attachment F to this RFP**, for a list of all currently utilized financial systems.

SECTION VII: IMPLEMENTATION AND TRAINING – SCOPE I

With an anticipated award date of the week of March 7, 2017 and a “go live” date of January 1, 2018, provide a separate implementation and training plan for each card program (Corporate, Purchasing and Once Card) that describes in detail, the implementation process and conversion plan for an effective transfer of each of the services in Scope I (who is responsible for coordinating activities, who participates, and what activities must occur).

- i. Provide a timeline and a work plan, including the type and amount of resources to be provided by the Supplier and the University.
- ii. Provide an overview of Suppliers training program to be utilized during a program implementation of this scale and provide sample training materials.
- iii. Provide an overview of Suppliers data migration plan during implementation.
- iv. Describe the process for reporting and resolving issues during implementation (i.e., missing/corrupt files, missing cards, etc.)
- v. Provide an overview of Suppliers post-implementation review process.
- vi. Outline critical success factors for implementing and maintaining effective card programs.
- vii. Describe the card account issuance process during implementation and ongoing for new, replacement, and lost or stolen cards.
- viii. One Card specific: Outline all costs associated with a transition from a two-card to a One Card program if conversion occurs after initial program roll-out. Include outline on transition costs during initial program roll-out (for comparison). Also discuss costs should a location opt to switch back.

Any cost to the University must be outlined separately and provided with your proposal (per Section XV. F, Proposal Format).

In addition:

- a. Supplier will provide specified training options for cardholders and administrators.
- b. Supplier is to manage transition activities in such a manner that no lapse in service occurs during transition between current provider and the Supplier. Also, Supplier is to manage transition activities in such a manner that minimal IT support is needed on the site side. File format preference by each program site should be adhered to wherever possible.
- c. Supplier will supply any support needed to ensure that all bank and credit card systems are operating correctly and the process for processing charges into the University’s financial system is functional.

- d. Supplier will provide start-up training sessions to the Program Administrator and designated employees. The initial training will address benefits and features of the card, billing procedures, application process, available reports, and transition from current supplier to a new provider. Training is to include any web-based program management software. Supplier will supply all training materials needed at no cost to UC.
- e. Supplier will provide a post-implementation review to ensure all expectations/needs have been met. Results will be shared and reviewed with UC Office of the President systemwide program management.

Note: Refer to Section XV, F "Proposal Format" for submittal instructions of this section.

SECTION VIII: FINANCIAL TERMS FOR SCOPE I

The Supplier may propose incentives to UC, based on the volume of spend and/or other factors. The Supplier shall fully describe the structure of any rebate schedule, signing or volume-based bonuses, performance and any other incentives that are being offered.

Based on UC's 2015 card usage (volume and transactions in Section I, B.), provide the projected annual estimated incentive value for each incentive component offering. Explain the methodology and any assumptions used in estimating the incentive value.

For the Corporate Card program, provide a financial proposal for both a corporate liability and a contingent liability program.

Describe any one-time or ongoing fees that UC needs to consider.

Note: Refer to Section XV, F "Proposal Format" for submittal instructions of this section.

SECTION IX: SUPPLIER QUALIFICATIONS FOR SCOPE II

To be considered for evaluation of UC's **Accounts Payable Virtual Card Solution**, Suppliers must meet the following minimum qualifications:

- a) Supplier must have proven experience with engagements of similar size and scope as described in Scope II (refer to Section I and X for size and scope).
 - i) Provide a statement of the organization's overall experience with engagements of similar size and scope.
 - ii) Provide three (3) current references with contact information for clients that are of the similar size and scope of UC, and preferably one in higher education.
 - iii) Provide three (3) past references with contact information for clients that did not renew their contract within the past five (5) years.
 - iv) Give the contract term dates, contract numbers, contracting departments, services provided and contract revenue of contracts for the prior five (5) years, if the Supplier is a previous or current Service Provider with the UC.
 - v) Identify the key personnel who will be assigned to manage this account. Include resumes for each key personnel describing their experience and tenure.

Note: Refer to Section XV, F "Proposal Format" for submittal instructions of this section.

SECTION X: SCOPE AND REQUIREMENTS – SCOPE II

This section sets forth the specific scope and requirements for the virtual card AP solution included in **Scope II; Accounts Payable Virtual Card Solutions**.

Refer to the UC Bank Card Scope I and Scope II Questionnaire, as referenced in **Attachment D to this RFP**, for specific questions by card product.

1. **Bank/Credit Card Systems.** Upon award of this scope, the selected Supplier will provide UC with a web-based program management software. This software will provide the AP/Card Administrator at minimum the following real-time functionality:
 - a) Ability to open/close new vendor accounts;
 - b) Exact pay functionality;
 - c) Minimum of 6 months of detailed transaction history available online so administrators can access data to reconcile discrepancies in charges, credits back, etc.

Functions required by an online account maintenance system and online reporting system may be provided in a single application.

2. **Accounts Payable (AP) Virtual Card Solutions.** UC utilizes both vendor specific, as well as single-use account solutions for AP payments. This provides a means to initiate commercial card payments directly from an accounts payable module. The University requests the Supplier provide information on accounts payable virtual card solution. Program will provide at a minimum:
 - a) Ongoing disbursement review to identify potential vendors for program;
 - b) Ability to utilize both single-use card numbers as well as vendor specific numbers where additional credits are loaded with additional AP transactions;
 - c) Custom data feed(s) as needed to provide required payment information;
 - d) Robust functionality to isolate and help rectify reconciliation items;
 - e) Buyer Initiated Payment (BIP) capability;
 - f) Dedicated Service and Support team which provides provide best-in-class communication, service and support;
 - g) Supplier shall have robust risk management, monitoring and business intelligence assessment capabilities;
 - h) Seamless systems integration which has proven success integrating with financial accounting systems.

Functions required by an online account maintenance system and online reporting system may be provided in a single application.

- 3. Customer Support.** A designated account manager, technical support specialist and a service representative are to be assigned by the Supplier to the University. The representatives must be familiar with the needs of the University. In addition, the University requires:
- a. Service level agreements clearly outlined with focus on issue resolution process and defined expectations for both client and Supplier;
 - b. A service support team with toll free telephone number for vendors to ask questions about payments and how to process;
 - c. Card Acquiring functionality/expertise to assist vendors who do not currently accept credit cards;
 - d. Customer service hours for our programs AP/card administrators (to call in to a representative via toll free number) must be (at a minimum) 8am – 5pm Pacific Time;
 - e. Supplier solicitation team to sign-up vendors on behalf of UC;
 - f. Supplier Customer Service team to assist vendors with transaction processing;
- 4. Billing.** The University requires reporting to enable daily, weekly, semi-monthly or monthly payment based on the payments vendors have processed.
- 5. Reporting.** Reports available to the University shall include company statistics, exception reports, spending analysis, and activity. The University is also interested in a comprehensive number of standard reports as well as a robust ad-hoc reporting option.
- 6. Data Format.** Each program site must be able to receive transaction files in their preferred format to ensure the least impact on their IT support/resources. Attachment F includes a list of all currently utilized financial systems.

SECTION XI: IMPLEMENTATION AND TRAINING – SCOPE II

With an anticipated award date of the week of March 7, 2017 and a “go live” date of January 1, 2018, describe in detail the implementation process and conversion plan for an effective transfer of the Accounts Payable Virtual Card services in Scope II (who is responsible for coordinating activities, who participates, and what activities must occur).

- i. Provide a timeline and a work plan, including the type and amount of resources to be provided by the Supplier and the University.
- ii. Provide an overview of Suppliers training program to be utilized during a program implementation of this scale and provide sample training materials.
- iii. Provide an overview of Suppliers data migration plan during implementation.
- iv. Describe the process for reporting and resolving issues during implementation (i.e., missing/corrupt files, missing cards, etc.)
- v. Provide in detail, Suppliers process for converting current UC vendors to Suppliers AP Virtual Card solution. Include any anticipated concerns that UC may need to consider.
- vi. Provide an overview of Suppliers post-implementation review process.
- vii. Outline critical success factors for implementing and maintaining an effective program.

Any cost to the University must be outlined separately and provided with your proposal (per Section XV. F, Proposal Format).

In addition:

- a. Supplier will provide specified training options for Program Administrators.
- b. Supplier is to manage transition activities in such a manner that no lapse in service occurs during transition between current provider and the successful proposer. Also, Supplier is to manage transition activities in such a manner that minimal IT support is needed on the site side. File format preference by each program site should be adhered to wherever possible.
- c. Supplier will supply any support needed to ensure that all bank and credit card systems are operating correctly and the process for processing charges into the University’s financial system is functional.
- d. Supplier will provide start-up training sessions to the Program Administrator and designated employees. The initial training will address benefits and features of the program, billing procedures, the application process, available reports, and the transition from current supplier to a new provider. Training is to include any web-based program management software. Supplier will supply all training materials needed at no cost to UC.
- e. Supplier will provide a post-implementation review to ensure all expectations/needs have been met. Results will be shared and reviewed with UC Office of the President systemwide program management.

Note: Refer to Section XV, F “Proposal Format” for submittal instructions of this section.

SECTION XII: FINANCIAL TERMS FOR SCOPE II

The Supplier may propose incentives to UC, based on the volume of spend and/or other factors. The Supplier shall fully describe the structure of any rebate schedule, signing or volume-based bonuses, performance and any other incentives that are being offered.

Based on UC's 2015 card usage (volume and transactions in Section I, B.), provide the projected annual estimated incentive value for each incentive component offering. Explain the methodology and any assumptions used in estimating the incentive value.

Describe any one-time or ongoing fees that UC needs to consider.

Note: Refer to Section XV, F "Proposal Format" for submittal instructions of this section.

SECTION XIII: EXPANDED PARTNERSHIP OPPORTUNITIES

The University of California recognizes that traditional approaches to contracting for some business products and services can be more effective and mutually beneficial if we expand the breadth and depth of the relationship and seek to advance a set of shared objectives and principles. UC views Bank Card Services as an opportunity to integrate numerous campus needs, assets and spending into a single, comprehensive program.

Unlike transactional Supplier business relationships that are simply comprised of the University purchasing goods or services, UC is looking to create a dynamic partnership that will provide a comprehensive platform for the potential Bank Card Provider to reach and impact all members of the University of California community. A high level overview of 'UC at a Glance,' as referenced in **Attachment E to this RFP**, will give you a sense of the University of California's reach throughout the state of California and beyond.

Engaging with the University of California Community may be accomplished through the acquisition of partnership solutions and opportunities, which may include, but are not limited to, the following:

- Integrated and exclusive campus-wide marketing packages
 - Athletics
 - Alumni Associations
 - Student Affairs (student union, dorms, career center, and other student services)
- Real estate
 - Retail branch location
 - Campus ATMs
- Student engagement
 - Scholarships
 - Workplace internships
 - Commitment to hiring graduates
 - Mentorships
- Support of priority student initiatives and programming (e.g., Financial Literacy Programs, Food Pantry, etc.)
- Partnerships with various local housing groups (example, Community Housing Office at UCSB, which works in coordination with the Coastal Housing Partnership) in mortgage and other home ownership programs
- Executive and employee professional development and continuing education
- Providing standard and exceptional benefits to UC students, faculty, staff and alumni
- Global impact and communication of corporate social responsibility
- Acquisition of additional bank products to support UC financial requirements

This is a new endeavor and we are excited to review what your organization may put forth. The goal of this opportunity is to lead to mutual benefit, greater revenue generation and engagement with the University of California Community.

*Refer to the UC Bank Card Scope I and Scope II Questionnaire, as referenced in **Attachment D to this RFP**, for specific questions on Expanded Partnerships.*

SECTION XIV: RFP SCHEDULE

Suppliers interested in submitting proposals for Scope I and/or Scope II to this RFP will do so according to the following schedule. A Supplier may be disqualified for failing to adhere to the dates and times for performance specified below. All time is Pacific Time (PT).

Event	Date
Release RFP	September 23, 2016
<u>Intent to Bid</u> Statement Due	September 29, 2016
Supplier RFP Questions Deadline to anita.enos@ucop.edu	October 5, 2016 by 12pm (PT)
Affirmation of Acceptance of Terms and Conditions Statement Due	October 13, 2016
UC Response to Supplier Questions (distributed to all Suppliers)	October 17, 2016
RFP Responses Due	October 28, 2016 by 4pm (PT)
Notify Finalists for Supplier Presentations	January 4, 2017
Finalist Presentations – In Person	Week of January 16, 2017
Anticipated Award Date	Week of March 7, 2017

The University does not guarantee the above schedule and reserves the right to modify this schedule at its discretion.

SECTION XV: GENERAL INFORMATION

A. Issuing Office and Communications Regarding the RFP

This RFP, and any subsequent addenda to it, is being issued by the Systemwide Procurement Services Department on behalf of the University of California Office of the President. The Systemwide Procurement Services Department is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in this RFP. Systemwide Procurement Services is also the only office authorized to change, modify, clarify, etc., the specifications, terms, and conditions of this RFP and any Agreement(s) awarded as a result of this RFP. All communications, including any request for clarifications, concerning this RFP should be addressed in writing to:

Anita Enos
Systemwide Procurement Services
Strategic Sourcing Commodity Manager
University of California
1111 Franklin Street, 10th Floor
Oakland, California 94607
E-mail: anita.enos@ucop.edu

Suppliers are advised that failure to adhere to the above communications requirement may result in disqualification.

B. Instructions for Submitting Proposals

All information requested must be submitted to: **Anita Enos, Systemwide Procurement Services, Strategic Sourcing Commodity Manager via email: anita.enos@ucop.edu**

Notice of Intent to Respond

Any prospective Supplier intending to submit a proposal should indicate Intent to Respond via email by the date indicated in Section XIV "RFP Schedule" above. The notice should state Supplier's principal representative responsible for the remainder of the RFP process and provide full contact information (name, title, office address, phone, and e-mail address), and have commitment authority.

C. Addenda to the Request for Proposal

Any changes, additions, or deletions to this RFP will be in the form of written Addenda issued by the University of California. Any Addenda to this RFP will be distributed via e-mail. The University will not be responsible for failure of any prospective Supplier to receive such Addenda. All Addenda so issued shall become part of this RFP.

D. Supplier Questions

An opportunity to submit questions will be allowed up to **12pm (PT), October 5, 2016**.

Note: All Supplier questions will be consolidated and shared with all RFP participants.

E. Proposal Acceptance

The proposal must be completed and submitted on the forms provided or in the format indicated in Section F, below, and comply with all specifications and legal requirements set in this Request for Proposal.

The University reserves the right to reject any submittals which are:

- Incomplete or non-responsive
- Late

An electronic e-mail copy of the proposal must be received at the email address as stated above no later than **4pm (PT), October 28, 2016**. Email must state the following in the Subject Line: **RFP Response #AE2016-2- UCOPBCS_(Company Name)**

The Solicitation, the Evaluation of Proposals, and the Award of any resulting Agreement(s) shall be made in conformance with applicable UC policies and State of California Laws. The University reserves the right to withdraw this RFP at any time. All documents, both electronic and/or hard copy submitted to the University on behalf of this RFP will become the exclusive property of the UC system and will not be returned.

UC reserves the right to accept or reject any and all Proposals, make more than one Award, or no Award as the best interests of the University may appear. Any Agreement(s) awarded pursuant to this RFP will be in writing and incorporate the Requirements and Specifications contained in the RFP, as well the applicable contents of the Supplier's Proposal as accepted by the University and will be in writing.

F. Proposal Format

Proposals for Scope I and/or Scope II should be submitted separately, with a cover letter identifying the Supplier's name and address, solicitation number and title, the name(s), title(s), and telephone number(s) of the individuals in Supplier's organization who have commitment authority on behalf of the Supplier and will be responsible for contractual negotiations and administration of any resulting Contract or Agreement.

Each separate proposal should contain a comprehensive discussion of how the Supplier will fulfill the requirements of Scope I or Scope II and successfully perform the Contract, including a discussion of the important features and Supplier attributes, highlighting any aspects which separate it from its competitors. The Proposal should be submitted using the following categories:

- a. Table of Contents
- b. Executive Summary
- c. Approach to Managing UC's Bank Card Program(s)
- d. Qualification Responses (refer to Section V or IX)
- e. Assigned Personnel Resumes (refer to Section V or IX)
- f. References; past & current (refer to Section V or IX)
- g. Web Accessibility Response (refer to Section IV, Supplier Requirements)
- h. Detailed Implementation and Training Plan (refer to Section VII or XI)

NOTE: Suppliers should limit each responses to the categories a. through h. above to 20 pages; Font Size 12; Times New Roman; 1-inch margins; single spaced.

- i. Financial Terms; submit in a separate Excel format and shall have an additional section that outlines any additional costs that are outside of this RFP scope. (refer to Section VIII or XII).
- j. UC Bank Card Scope I and Scope II RFP Questionnaire; submitted as a separate attachment. (refer to Section XVI below for instructions).

G. Proposal Preparation Costs

Supplier will bear all costs incurred in the preparation and submission of the Proposal and related documentation, including Supplier's presentation to UC. If Supplier is the apparent awardee, Supplier will bear its own costs in negotiating and finalizing an agreement with UC.

H. Basis for Selection - Best Value

The University intends to select the responsive and responsible Supplier(s) whose proposal(s) contain the combination of solution features, Supplier attributes, and best overall value.

A responsive Supplier is one whose offer satisfies the requirements of this RFP, including the requirements of the Terms and Conditions. A responsible Supplier is one that is considered capable of performing and is otherwise eligible and qualified to perform the proposed Requirements Scope.

The University will determine the best overall value by comparing differences in solution features and Supplier attributes offered with differences in related factors, striking the most advantageous balance between expected performance and the overall requirements of the University. Suppliers, therefore, must be persuasive in describing their solution features and Supplier attributes and their value in enhancing the likelihood of successful performance and achievement of the University's requirements.

The University's selection may be made on the basis of the initial Proposals or the University may elect to negotiate with Suppliers who are selected as finalists. The Evaluation Team may utilize Supplier's Oral Presentations, additional material information, or References from the Supplier and others to come to a determination of award(s).

SECTION XVI: QUESTIONNAIRE INSTRUCTIONS

Supplier proposal(s) shall include a response to the list of requirements and questions as referenced in **Attachment D - UC Bank Card Scope I and Scope II Questionnaire** for Scope I and/or Scope II, depending on Suppliers qualifications and capabilities to do so.

- Suppliers that qualify and intend to provide a proposal for **Scope I** are required to complete the four (4) S.1 tabs as referenced below, in addition to the Company Information, Global Impact and Expanded Partnership tabs;

- Company Information
- S.1 Procurement Card
- S.1 Corporate Card
- S.1 One Card
- S.1 Network Provider
- S.1&2 Global Impact
- S.1&2 Expanded Partnership

- Suppliers that qualify and intend to provide a proposal for **Scope II** are required to complete the two (2) S.2 tabs as referenced below, in addition to the Corporate Information, Global Impact and Expanded Partnership tabs:

- Company Information
- S.2 AP Virtual Card
- S.2 Network Provider
- S.1&2 Global Impact
- S.1&2 Expanded Partnership

- For each set of requirements in Scope I and/or Scope II, Supplier is required to confirm whether its company can provide the requirements by using the yes/no drop down. And shall elaborate on its response, describing in detail how it will meet each requirement.
- For all attachments (sample reports) requested in the questionnaire workbook, Supplier shall attach a copy with their proposal package using the following file naming convention: **ID_Sub Category_ "Supplier Name"**. Refer to the S.1 Procurement Card tab within the questionnaire workbook for the following example: **PC_035_Controls_ "Supplier Name"**
- DO NOT alter the structure of the questionnaire workbook in any way. Do not attempt to delete worksheets, columns, rows or cells.
- Do not submit the UC Bank Card Scope I and II Questionnaire response in PDF.

SECTION XVII: ATTACHMENTS

1. Professional Services Agreement, dated 4/26/16 – Attachment A
2. UC Terms and Conditions of Purchase, dated 7/7/16 – Attachment B
3. Appendix - Data Security and Privacy, dated 1/19/16 – Attachment C
4. UC Bank Card Scope I and Scope II Questionnaire – Attachment D
5. UC At a Glance – Attachment E
6. UC Financial Systems List – Attachment F