



CITY OF ORLANDO

December 14, 2015

MEMORANDUM

TO: David Billingsley, Chief Procurement Officer

FROM: *KE* Karen Elzy, Senior Purchasing Agent

SUBJECT: RFP15-0330, Procurement/Travel Card Services

Please review / approve the attached Meeting Minutes for the subject Advisory Committee Meeting of November 30, 2015.

Approved:

[Signature] 12.15.15

PROCUREMENT AND CONTRACTS DIVISION

CITY HALL • 400 SOUTH ORANGE AVENUE • P.O. BOX 4990 • ORLANDO, FLORIDA 32802-4990
PHONE 407.246.2291 • FAX 407.246.2869 • CityofOrlando.net • esupplier.cityoforlando.net



CITY OF ORLANDO

2nd ADVISORY COMMITTEE MEETING MINUTES
RFP15-0330 Procurement/Travel Card Services
November 30, 2015, 2:00 PM
City Hall – 4th Floor, TARPON CONFERENCE ROOM

The Advisory Committee (Committee) for the above project convened on November 30, 2015, at 2:00 pm in the Tarpon Conference Room, City Hall. The purpose of this meeting was to review and discuss the responsive proposals.

Committee Members Present:

Michelle McCrimmon, Chair, Accounting and Control
Laurie Nossair, Accounting and Control
Sonia Johnson, Accounting and Control
Maria Neff Caulder, Orlando Police Department
Tysha Resnick, Orlando Fire Department

Committee Members Absent:

None

Other City Personnel Present:

Teddi McCorkle, Senior Contract Administrator, Procurement and Contracts Division (Facilitator)
Dawn Chin Shue, Minority/Women Business Enterprise
Imtiaz "Fazie" Khan, Accounting and Control
Cynthia De Oliveira, Accounting and Control

Actions/Discussion/Motions:

Ms. McCorkle called the meeting to order at 2:04 p.m. and took the following actions:

1. Advised that the meeting was being recorded and asked that everyone to sign the sign-in sheet.
2. Indicated the date, time and purpose of the meeting and that it was posted by the City Clerk more than forty-eight (48) hours in advance.
3. Introduced herself and asked all in attendance to introduce themselves.
4. Advised the Committee that a quorum was established with all Committee members being present.
5. Indicated that no public guests were present and that the Public Input Procedures are still in place.

A motion was made by Ms. Caulder, seconded by Ms. Nossair, to accept the minutes of the 1st Committee Meeting on November 17, 2015, as presented. Discussion ensued. Motion carried unanimously.

Ms. McCorkle presented to the Committee a copy of the references received to date. Any additional references received will be given to the Committee at the next meeting. The Committee reviewed and had general discussion about the references received to date.

Ms. McCrimmon verbally reported the Financial Analysis/Summary for the seven (7) responsive Proposers. A motion was made by Ms. Nossair, seconded by Ms. Resnick, to accept the report as presented by Ms. McCrimmon. Discussion ensued. Motion carried unanimously.

Ms. Chin Shue re-presented the findings of the MWBE participation plans as listed in the proposals. There were no MWBE participation plans submitted by the proposers.

Ms. McCorkle reported to the Committee that no Veterans Preference Plans were submitted by any of the Responsive Proposers.

Ms. McCorkle indicated that Ms. Elzy sent notices to the proposers that presentations are scheduled for December 15, 2015 and December 16, 2015. Some proposers requested adjustment in their recommended presentation time due to prior commitments. The Committee decided to extend the Committee meeting time to 5:00 pm on December 15th and December 16th to allow for potential additional presentation times. Ms. McCorkle indicated that Procurement will work with the Proposers to coordinate presenters within the two days requested. At the previous meeting, the Committee decided that each presentation will be one hour; forty-five (45) minutes for presentations from the Proposers and fifteen (15) minutes for questions and answers. The Committee brainstormed and established a list of items that they would like for each of the proposers to demonstrate at their presentation. Additionally, it was recommended a Technology Management representative be an advisor.

The Committee recommended that Risk Management review the insurance criteria mentioned by the Proposers and that Legal review any exceptions mentioned by the Proposers, if applicable. Procurement will coordinate this effort and report back to the Committee at the next meeting.

The Committee requested Ms. De Oliveira report the number of transactions x the per transaction cost for electronic receipts. Ms. De Oliveira will submit this information to Procurement who will in turn distribute the information to the Committee.

General Discussion of Proposers ensued.

Ms. McCorkle asked the Committee if there were any additional discussions. General discussion ensued.

Ms. McCorkle reminded everyone that all the Committee rules are still in place. All questions and inquiries should go through Procurement. The 3rd Committee meeting with presentations will be held December 15th and December 16th in the Dolphin and Tarpon Rooms, 4th Floor, City Hall starting at 8:30 am. Ms. McCorkle let the Committee know that in the event the Committee wants to score and rank at the next meeting, staff will be prepared.

Ms. McCorkle asked the Committee if there were any additional business that needed to be addressed. There were no further discussions.

Ms. McCrimmon adjourned the meeting at 3:32 pm.

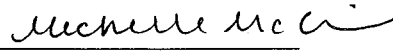
These minutes are considered to be the official minutes of the RFP15-0330, 2nd Committee Meeting held on November 30, 2015, and no other notes, tapes, or other recordings taken by anyone takes precedence.

Submitted by:



Teddi McCorkle
Senior Contract Administrator
(Facilitator)

Review and Accepted by:

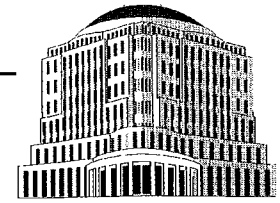


Michelle McCrimmon
Controller
(Chair)

Attachments: Sign-in Sheets
Oral Presentations Agenda
Reference Report To Date

CITY OF ORLANDO

Procurement & Contracts Division 2nd Committee Meeting Sign-In Sheet



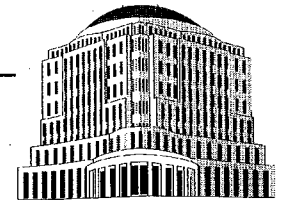
| | | | |
|---|-----------------|------------------------|--|
| Date: 11/30/15 | Time: 2:00 p.m. | Bid Number: RFP15-0330 | Location: City of Orlando, 400 S. Orange Avenue, Tarpon Conference, 4 th Floor, Orlando, FL 32802 |
| Title: PROCUREMENT/TRAVEL CARD SERVICES | | | |

| COMPANY NAME AND ADDRESS (PLEASE PRINT) | COMPANY REPRESENTATIVE (PLEASE PRINT LEGIBLE YOUR NAME & PROVIDE SIGNATURE) | EMAIL ADDRESS IMPORTANT (DO NOT LEAVE IN BLANK) | TELEPHONE # | FAX # |
|---|--|---|----------------|----------------|
| Procurement & Contracts Div. 400 South Orange Avenue, 4 th Floor Orlando, Florida 32801 | Teddi McCorkle for <i>Teddi McCorkle</i> Karen Elzy, Senior Purchasing Agent | Karen.Elzy@cityoforlando.net | (407) 246-2368 | (407) 246-2869 |
| City of Orlando, Accounting and Control | Michelle McCrimmon, Chair <i>Michelle McCrimmon</i> | michelle.mccrimmon@ cityoforlando.net | X2142 | |
| MBE OFFICE CITY OF ORLANDO | DAWON CHIN SHUE <i>Dawon Chin Shue</i> | | | |
| OPD CITY OF ORLANDO | MARIA NEFF CAULDER <i>Maria Neff Caulder</i> | maria.neff@cityof orlandofl.com | X3100 | |
| FINANCE | LAURIE NOSSAIR <i>Laurie Nossair</i> | laurie.nossair@cityof orlando.net | X3538 | |

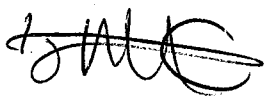
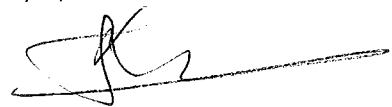
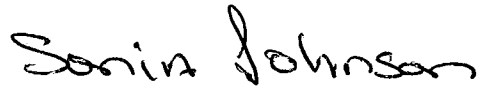
NOTE: DO NOT WRITE ON THE BACK OF THE FORM.

CITY OF ORLANDO

Procurement & Contracts Division 2nd Committee Meeting Sign-In Sheet



| | | | |
|---|-----------------|------------------------|---|
| Date: 11/30/15 | Time: 2:00 p.m. | Bid Number: RFP15-0330 | Location: City of Orlando, 400 S. Orange Avenue, Tarpon Conference, 4 th Floor, Orlando, FL 32802 |
| Title: PROCUREMENT/TRAVEL CARD SERVICES | | | |

| COMPANY NAME & ADDRESS (PLEASE PRINT) | COMPANY REPRESENTATIVE (PLEASE PRINT, GIVE YOUR NAME & PROVIDE SIGNATURE) | EMAIL ADDRESS IMPORTANT (DO NOT LEAVE IN BLANK) | TELEPHONE # | FAX # |
|--|---|---|-----------------|-------|
| OFD City of Orlando | Tysha Resnick  | tysha.resnick@ cityoforlando.net | 407 246 3131 | |
| City of Orl. Acctg & Ctrl | Fazie KHAN  | lutiaz.khan@cityoforlando.net | 42562 | |
| CITY OF ORLANDO ACCTG & CONTROL | CYNTHIA DE OLIVEIRA | CYNTHIA.DEOLIVEIRA@ CITYOFORLANDO.NET | 2576 | |
| City of Orlando Acctg & Control | Sonia Johnson  | Sonia.Johnson @cityoforlando.net | 3247 | |
| | | | | |

NOTE: DO NOT WRITE ON THE BACK OF THE FORM.

Oral Presentation Questions:

1. Demonstrate procurement card system and specifically:
 - a. Admin – Setting up and terminating a user
 - b. Admin – Setting up general ledger accounts
 - c. Admin – Modifying profile to add MCC codes
 - d. Admin – Setting up and modifying spending profile
 - e. User – Requesting or changing profile of a card and workflow of approvals
 - f. User – Logging into account
 - g. User – Attaching backup documentation online and validations to ensure it is included
 - h. User – Approving transaction as cardholder
 - i. User – Approving transaction as manager
 - j. User – Customize and save user view when logging in
 - k. User – Delegation of approvals
 - l. User – Entering, approving, attaching documentation on a mobile device
 - m. Reports – Example Admin reports – e.g. audit reports for transactions not approved or supporting documentation not included
 - n. Reports – Example supplier management reports
 - o. Reports – Example transaction history reports – by user, by credit card, by supplier
 - p. Reports – Expense Reports for users
 - q. Reports – Scheduling reports – individually and Admin on behalf of cardholders
 - r. Reports – Creating an Ad Hoc Report
 - s. Reports – M/WBE and Veteran owned businesses
 - t. Training – Demonstrate how user training is tracked and how the Admin can monitor progress
2. Demonstrate electronic payables system and specifically:
 - a. Demonstrate transmittal of files and required security/verification protocols.
 - b. Accessing outstanding amounts to vendors
 - c. Set up options with draws on amounts owed
 - d. How to correct errors in original transmittal files and manually transmit (e.g. if there was an error in the card number).
3. Confirm that only one credit card is issued to handle procurement and travel transactions.
4. Confirm the ability to issue temporary cards to workers that only require a card for one-time travel and not on a permanent basis or disaster cards.
5. Discuss your firm's capabilities with "proxy" pay and/or "push" payments – making payments on behalf of the City using suppliers preferred methods (e.g. via the suppliers website or phone).
6. Discuss the process involved with signing up vendors for large ticket program and coordination efforts needed to work with Visa. What is the large ticket threshold?
7. Describe the account review that your organization conducts post go-live during the life of the contract.
8. Integration – Confirm that the proposer can meet the technical requirements to integrate with Workday and the approximate level of effort needed to accomplish this. (see attached)
9. How long is transaction history retained and accessible in the system?
10. Do you issue 1099M's to the suppliers paid with procurement cards?
11. MWBE – Consider other areas where an MWBE or Veteran owned firm could be utilized.

IFB15-0330 – RFP FOR PROCUREMENT/TRAVEL CARD SERVICES ♦ REFERENCE FOR: SUNTRUST

| | City of Kissimmee | City of Ft. Lauderdale |
|--|---|------------------------|
| 1. Briefly describe the nature of the services provided. | We use the Suntrust Purchasing Card program as well as the E-Payable program. | Pcard Services |
| 2. How effective was the vendor in its marketing campaign to move your organization's vendors to payment via procurement card or ePayables? (1-5) | 5 | 5 |
| 3. What is your organizations' total procurement card and electronic payable program spend? (a-d) | a) less than \$5M | d) greater than \$25M |
| 4. How satisfied are you with the ease and use of the vendor's procurement card platform from: a. Procard Admin. perspective (1-5) b. Cardholders perspective: (1-5) | 4a) 4 4b) 4 | 4a) 5 4b) 4 |
| 5. What is your average per transaction spending limit per cardholder? | \$2,000 | \$5,000p |
| 6. How would you rate the overall Service level provide by the firm? How would you rate the quality & Timeliness of service? (1-5) | 4 | 5 |
| 7. Were there any problems during the performance of the work? (Yes/No) | No | No |
| 8. Did the firm resolve issues in a satisfactory manner? (Yes/No) | | Yes |
| 9. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (1-5) | 4 | 5 |
| 10. Overall, would you enter into Contract with this firm again? (Yes/No) | Yes | Yes |
| 11. Is there anything else you would like to share about the project or the firm's capabilities? | | |

IFB15-0330 – RFP FOR PROCUREMENT/TRAVEL CARD SERVICES ♦ REFERENCE FOR: ELAN FINANCIAL SRVS/FLORIDA COMMUNITY BANK

| | City of Groveland | City of Lakewood | City of Burlington |
|--|-------------------|--|--------------------|
| 1. Briefly describe the nature of the services provided. | | The City has utilized Elan Services for our P-card services since Jan. 2013. The p-card program was part of the City's RFP issued for Banking Services. | |
| 2. How effective was the vendor in its marketing campaign to move your organization's vendors to payment via procurement card or ePayables? (1-5) | | 2 | |
| 3. What is your organizations's total procurement card and electronic payable program spend? (a-d) | | b) \$5-10M | |
| 4. How satisfied are you with the ease and use of the vendor's procurement card platform from: a. Procard Admin. perspective (1-5) b. Cardholders perspective: (1-5) | | 4a) 4 4b) 4 | |
| 5. What is your average per transaction spending limit per cardholder? | | Up to \$5,000 or in special circumstance, can be used for capital purchases up to \$25,000, however, we do pay our monthly water bill for the City (payable to the City of Cleveland) which can total over ½ million dollar. | |
| 6. How would you rate the overall Service level provide by the firm? How would you rate the quality & Timeliness of service? (1-5) | | 5 | |
| 7. Were there any problems during the performance of the work? (Yes/No) | | No | |
| 8. Did the firm resolve issues in a satisfactory manner? (Yes/No) | | Yes | |
| 9. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (1-5) | | 5 | |
| 10. Overall, would you enter into Contract with this firm again? (Yes/No) | | Yes | |
| 11. Is there anything else you would like to share about the project or the firm's capabilities? | | | |

IFB15-0330 – RFP FOR PROCUREMENT/TRAVEL CARD SERVICES ♦ REFERENCE FOR: WELLS FARGO BANK, N.A.

| | St. Lucie County | India River County | Palm Beach County | Virginia Polytechnic Institute | Virginia Commonwealth University | School Board of Orange County |
|--|------------------|---|-------------------|---|--|--|
| 1. Briefly describe the nature of the services provided. | | Purchasing card for employees and electronic payables for a/P (Payment Mgr program) | | Virginia Tech uses Wells Fargo for our virtual card and ACH vendor payments. We also use them for the majority of our other banking services. We do not use Wells Fargo for our departmental procurement card because our state requires us to participate in the state's procurement card program. | We use Wells Fargo for general banking services as well as Integrated Payables which include virtual card, checks and ACH payments. We also use their electronic invoicing system which matches vendor invoices to a university purchase order and automatically sets it up for payment. My response below on spend service and performance correspond with the virtual card program. We use a mandatory State contract for our employee purchase cards. | Orange County Schools uses Wells Fargo for its ePayables/Card in hand payments through our Accounts Payable Department. We are not utilizing Wells Fargo for our Purchasing Card activity only as a form of payment though Accounts Payable. |
| 2. How effective was the vendor in its marketing campaign to move your organization's vendors to payment via procurement card or ePayables? (1-5) | | 4 | | 4 | 5 | 5 |
| 3. What is your organizations's total procurement card and electronic payable program spend? (a-d) | | b) \$5-10M | | (d) Greater than \$25M | d) greater than \$25M | d) greater than \$25M |
| 4. How satisfied are you with the ease and use of the vendor's procurement card platform from: a. Procard Admin. perspective (1-5) b. Cardholders perspective: (1-5) | | 4a) 5 4B) 5 | | 4a) 4 | 4a) 5 4b) No employee cardholders (see above) | N/A |
| 5. What is your average per transaction spending limit per cardholder? | | \$1,500 | | N/A | N/A | N/A |
| 6. How would you rate the overall Service level provide by the firm? How would you rate the quality & Timeliness of service? (1-5) | | 5 | | 4 | 5 | 5 |
| 7. Were there any problems during the performance of the work? (Yes/No) | | No | | No | Yes | No |
| 8. Did the firm resolve issues in a satisfactory manner? (Yes/No) | | Yes | | Yes | Yes | Yes |
| 9. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (1-5) | | 5 | | 4 | 5 | 5 |
| 10. Overall, would you enter into Contract with this firm again? (Yes/No) | | Yes | | Yes | Yes | Yes |
| 11. Is there anything else you would like to share about the project or the firm's capabilities? | | | | We are very pleased with service provided by Wells Fargo. | | Customer service is excellent between the local team and card implementation; we had standard meetings set up to go over milestones every week. |

IFB15-0330 – RFP FOR PROCUREMENT/TRAVEL CARD SERVICES ♦ REFERENCE FOR: U.S. BANK NATIONAL ASSOCIATION DIVISION OF U.S. BANCORP

| | City of Los Angeles | University of Kentucky | City of New York | Baltimore Cty Public Schools | County of Washington | Milwaukee County |
|--|---------------------|--|------------------|------------------------------|---|------------------|
| 1. Briefly describe the nature of the services provided. | | U.S. Bank provided the University of Kentucky general purpose Procurement Card and the electronic payables program "PaymentPlus" | | | Please include any electronic payables programs you utilize this vendor for. US Bank handles our employee credit cards (pcards) and we use their Payment Plus program which allows us to pay our vendors by credit card | |
| 2. How effective was the vendor in its marketing campaign to move your organization's vendors to payment via procurement card or ePayables? (1-5) | | 5 | | | 4 | |
| 3. What is your organizations's total procurement card and electronic payable program spend? (a-d) | | (d) greater than \$25M | | | (b) \$5-10M | |
| 4. How satisfied are you with the ease and use of the vendor's procurement card platform from: a. Procard Admin. perspective (1-5) b. Cardholders perspective: (1-5) | | 4a) 4 4b) 4 | | | 4a) 4 4b) 4 | |
| 5. What is your average per transaction spending limit per cardholder? | | Appx. \$800.00 | | | \$600 | |
| 6. How would you rate the overall Service level provide by the firm? How would you rate the quality & Timeliness of service? (1-5) | | 4 | | | 4 | |
| 7. Were there any problems during the performance of the work? (Yes/No) | | Yes, small but nothing serious | | | No | |
| 8. Did the firm resolve issues in a satisfactory manner? (Yes/No) | | Yes | | | Yes | |
| 9. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (1-5) | | 5 | | | 4 | |
| 10. Overall, would you enter into Contract with this firm again? (Yes/No) | | Yes | | | Yes | |
| 11. Is there anything else you would like to share about the project or the firm's capabilities? | | Very satisfies with the experience and the on-going results. | | | US Bank is great to work with. Our management chose not to allow us the ability to change, re-issue or cancel Payment Plus Payments, so we need US Bank support for these processes. We have learned to always call to get these processes done while on the phone vs email since email requests might not get completed for 24 hours. US Bank/VISA takes on the responsibility to enroll your vendors, so all you have to do is supply a vendor list. For those proposed target vendors we also manually add a contact number/email address and account number(s) which definitely helps with the recruitment process. One thing to note there is not a test system for the Payment Plus process, so there is a learning curve of the vendor's process. If you have any vendors that take credit cards but decline the Payment Plus process, send the payment to your own email address and pay the vendor through their website using the onetime credit card. This process gives you a chance to learn what steps the vendor needs to take to process the payment and also increases your spend. Another thing to note is Precise Pay. Make sure Precise Pay is turned on so the vendor processes the whole dollar amount of the transaction. It is very difficult to reconcile partial payments. For some vendor's systems you may need to turn Precise Pay off to allow them to process the multi invoice payment by invoice. We try to monitor the transactions on a weekly basis, sending reminders after 2 weeks of an outstanding transaction and calling after 3 weeks. A lot of vendors use an individual email address and if they leave the company the transaction go unprocessed. Good luck! | |

IFB15-0330 – RFP FOR PROCUREMENT/TRAVEL CARD SERVICES ♦ REFERENCE FOR: BANK OF AMERICA

| | City of Port St. Lucie | Hillsborough County | City of Tampa | Seminole County Public Schools | Florida State University | Florida Atlantic University |
|--|--|---------------------|------------------|--------------------------------|---|--|
| 1. Briefly describe the nature of the services provided. | At the present BOA supplies us with a P-Card Program and a Travel. | | Epayables, pcard | | P-Card, ePayables programs, I deal mostly with the p-card program as the administrator, but an aware that BoA is very willing to assist FSU in growing our ePayables program. | Purchasing Card & Declining Balance Card Services. |
| 2. How effective was the vendor in its marketing campaign to move your organization's vendors to payment via procurement card or ePayables? (1-5) | 5 | | 5 | | 5 | 5 |
| 3. What is your organizations' total procurement card and electronic payable program spend? (a-d) | c) \$10-25M | | c) \$10-25M | | d) treater than \$25M | (b) \$5-10M |
| 4. How satisfied are you with the ease and use of the vendor's procurement card platform from: a. Procard Admin. perspective (1-5) b. Cardholders perspective: (1-5) | 4a) 5 4b) 4 | | 4a) 5 4b) 5 | | 4a) 5 4b) N/A – We do not use WORKS to process our transactions at this point. Only for card maintenance. We are testing it now to put transaction processing in WORKS. | 4a) 5 4b) 4 |
| 5. What is your average per transaction spending limit per cardholder? | We have no per transaction spending limit. | | Up to \$1,999.99 | | We set our p-cards at 2 levels: \$2,500 or \$4,000 per single trasaction/Travel Cards (separate program) are set at various limits as needed. | \$999.00 |
| 6. How would you rate the overall Service level provide by the firm? How would you rate the quality & Timeliness of service? (1-5) | 5 | | 5 | | 5 | 5 |
| 7. Were there any problems during the performance of the work? (Yes/No) | No | | No | | No | No |
| 8. Did the firm resolve issues in a satisfactory manner? (Yes/No) | Yes | | N/A | | Yes | |
| 9. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (1-5) | 5 | | 5 | | 5 | 5 |
| 10. Overall, would you enter into Contract with this firm again? (Yes/No) | Yes | | Yes | | Yes | Yes |
| 11. Is there anything else you would like to share about the project or the firm's capabilities? | | | | | We have dealt with Bank of America for years and have been very satisfied with their support and customer service. | |

IFB15-0330 – RFP FOR PROCUREMENT/TRAVEL CARD SERVICES ♦ REFERENCE FOR: TD BANK, N.A.

| | City of Titusville | City of West Park | Norwich University | Southern New Hampshire University | Southeastern Pennsylvania Transp | The Haskell Comapny |
|--|--|-------------------|--------------------|-----------------------------------|--|-------------------------------------|
| 1. Briefly describe the nature of the services provided. | TD Card, Custodian and Banking Services. Starting implementation of integrated parables. | | | | TD Bank is our current procurement card provider. We are also currently transitioning to their e-pay system for our electronic accounts payable. | We only use the Visa card services. |
| 2. How effective was the vendor in its marketing campaign to move your organization's vendors to payment via procurement card or ePayables? (1-5) | 5 | | | | We are currently transitioning to TD Bank's e payable system. | N/A |
| 3. What is your organizations's total procurement card and electronic payable program spend? (a-d) | b) \$5-10M | | | | c) \$10-25M | N/A |
| 4. How satisfied are you with the ease and use of the vendor's procurement card platform from: a. Procard Admin. perspective (1-5) b. Cardholders perspective: (1-5) | 4a) 5 4b) 4 | | | | 4a) 5 4b) 5 | N/A |
| 5. What is your average per transaction spending limit per cardholder? | | | | | Our current program allows each cardholder to spend up to \$500 per transaction with a 4 transaction daily limit. We currently spend over \$300,000 per month. | \$5,000 |
| 6. How would you rate the overall Service level provide by the firm? How would you rate the quality & Timeliness of service? (1-5) | 5 | | | | 5 | 5 |
| 7. Were there any problems during the performance of the work? (Yes/No) | No | | | | No | No |
| 8. Did the firm resolve issues in a satisfactory manner? (Yes/No) | | | | | Yes | Yes |
| 9. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (1-5) | 5 | | | | 5 | 5 |
| 10. Overall, would you enter into Contract with this firm again? (Yes/No) | Yes | | | | Yes | Yes |
| 11. Is there anything else you would like to share about the project or the firm's capabilities? | | | | | | Excellent customer service. |

IFB15-0330 – RFP FOR PROCUREMENT/TRAVEL CARD SERVICES ♦ REFERENCE FOR: J.P. MORGAN CHASE BANK, N.A.

| | Georgetown University | Florida International Univ. | District School Board Pasco Cty | City of Phoenix | Academic District 20 | Ohio Health Corp. |
|--|------------------------------|---|---|------------------------|--|---|
| 1. Briefly describe the nature of the services provided. | | Pcard, T&E, and SUA. | Banking plus p-card. We are moving to e-payables as soon as our ERP vendor creates the proper format. | | We have a small dollar p-card program and an e-payables (SUA) program with corresponding website, call center and personal representative support. | Travel and single use credit cards. |
| 2. How effective was the vendor in its marketing campaign to move your organization's vendors to payment via procurement card or ePayables? (1-5) | | 5 | 5, We have not done campaign yet but their strategy is very good. | | 4 | 4 |
| 3. What is your organizations' total procurement card and electronic payable program spend? (a-d) | | d) greater than \$25M | c) \$10-25M | | c) \$10-25M | c) \$10-25M |
| 4. How satisfied are you with the ease and use of the vendor's procurement card platform from: a. Procard Admin. perspective (1-5) b. Cardholders perspective: (1-5) | | 4a) 5 4b) 5 | 4a) 5 4b) 5 | | 4a) 5 4b) 4 | 4a) 5 4b) 4 |
| 5. What is your average per transaction spending limit per cardholder? | | 1,000 | We do not have a per transaction limit. | | Average transaction per cardholder is \$2,617.00 | We have a single use card were JPMC issues cards with the corresponding credit limit. |
| 6. How would you rate the overall Service level provide by the firm? How would you rate the quality & Timeliness of service? (1-5) | | 5 | 5, They are wonderful to work with. | | 4 | 5 |
| 7. Were there any problems during the performance of the work? (Yes/No) | | No | No | | Yes, There are always some problems which we resolved to mutual satisfaction. | No |
| 8. Did the firm resolve issues in a satisfactory manner? (Yes/No) | | Yes | Yes, very helpful | | Yes | Yes |
| 9. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (1-5) | | 5 | 5 | | 4 | 4 |
| 10. Overall, would you enter into Contract with this firm again? (Yes/No) | | Yes | Yes | | Yes | Yes |
| 11. Is there anything else you would like to share about the project or the firm's capabilities? | | They have been very responsive to our questions and concerns. | Everyone we have worked with has been wonderful. Very personable and profession. | | They are have tremendous technology capabilities which was helpful in implementing and maintain the e-payables component. We are happy to visit you in Florida if need be. | If you use single use credit cards use both AP001 and AP002. |