



REQUEST FOR EXPRESSIONS OF INTEREST – 5303 EOI
PROVISION OF A CORPORATE PURCHASE CARD PROGRAM

Responses will be received at the Information Counter, Main Floor, Richmond City Hall, addressed to the Purchasing Section, 6911 No. 3 Road, Richmond, BC, V6Y 2C1, until **3:00 pm, local time, on Tuesday October 28, 2014** (the “Closing Date/Time”).

All queries related to this Request for Information should be submitted in writing to the attention of:

Sharon Bentley, Buyer II

email: purchasing@richmond.ca

The deadline for all enquiries is **5:00pm, local time, on Tuesday October 21, 2014**.
The City reserves the right not to respond to inquiries received after this deadline.

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1.0 Introduction

- 1.1. The City of Richmond (the “City”), is seeking Expressions of Interest (EOI) on the provision of corporate procurement card (“P-Card”) programs offered by Canadian financial institutions.
- 1.2. Such programs should be able to, at a minimum, handle corporate purchasing volumes, interface with the City’s financial system, offer flexible payment methods and comprehensive and customizable reporting, rebate incentives and ghost card capability. As such, the City invites Responses from interested firms, for the provision of information on their corporate purchase card programs.

2.0 Definitions

- 2.1. Throughout this RFEOI the following definitions apply:
 - a) “City” means the City of Richmond;
 - b) “City’s Designated Representatives” means the City’s employees or representatives who are authorized in writing to deal with the Consultant on behalf of the City in connection with the goods, materials, equipment and services or to make decisions in connection with the Contract;
 - c) “Closing Time” means the closing date, time, and place as set out on the title page of this RFEOI;
 - d) “Contract” or “Agreement” means the written agreement resulting from this Request for Expressions of Interest (if applicable) and executed by the City and the Selected Respondent for the Work;
 - e) “Expression of Interest” or “EOI” means a statement of qualifications submitted in response to and according to the terms of this Request for Expressions of Interest;
 - f) “Project” means the scope of Work and Requirements described in this RFEOI;
 - g) “Request for Expressions of Interest” or “RFEOI” means this document and related process;
 - h) “Requirements” means all of the specifications, requirements and services set out in the RFEOI that describes the general requirements that the goods, materials, equipment and services must meet and the selected Respondent shall provide;
 - i) “Respondent” means an individual or a company (vendor) that submits, or intends to submit, a Response;

- j) “Response” or “Submission” means an Expression of Interest;
- k) “Selected Respondent” or “Successful Respondent” is the Respondent whose Expression of Interest, as determined through the evaluation criteria described in this RFEOI, provides the best overall value in meeting the requirements of the RFEOI, and with whom a Contract may be considered;
- “Services” means the same as “Work”, and
- l) “Work” means all the labour, materials, equipment, supplies, services and other items necessary for the execution, completion and fulfilment of the Requirements.

3.0 Key Dates

- 3.1. In order to assist Respondents, the following table lists the key target dates and events with respect to this RFEOI process. Such dates are not guaranteed and may change based upon circumstances.

1. RFEOI issued	October 3, 2014
2. Inquiries received up to	October 21, 2014
3. Closing Time for Submissions	October 28, 2014
4. Evaluation	October 29 – November 29, 2014

4.0 Background

- 4.1. The City currently uses corporate MasterCards administered by the Bank of Montreal’s *detailsOnline* program. Since the adoption of the program in 2003, p-card use has steadily risen and the City has increased its scope of use with the implementation of 2 (two) supplier ghost card programs and the interest to increase its use of ghost cards in the future.
- 4.2. Table one includes an estimated breakdown of the City’s purchase card activity and Appendix Two lists the top 50 suppliers and percent of p-card spend for 2013.

Total Spend	\$3,175,398.20
Number of Transactions	17,031
% of Transactions < \$1,000	96.27%
% of Transactions > \$1,000 and < \$5,000	3.71%
% of Transactions > \$5,000 and < \$10,000	0.03%
Total Cardholders	303
Average Transaction per Cardholder	40

Table 1: Breakdown of the City's 2013 P-Card Activity

- 4.2 The City's p-cards are not customized and fall into two internally-defined types:
- a. Blocked: these are used for the purchase of goods to support daily operations and are blocked from dining, lodging and travel-related suppliers.
 - b. Unblocked: these are used for the purchase of goods to support daily operations and can be used for dining, lodging and travel-related services by staff that are required to travel as part of their job duties.

5.0 Program Goals

- 5.1. It is essential that any new system implemented by the City and Selected Respondent be seamless and operationally-live by **January 2, 2015**.

6.0 Program Requirements

- 6.1. Appendix One includes a list of the City's functional requirements of a preferred corporate purchase card program. Further, the City would consider a corporate purchase card program that includes:
- a. A comprehensive suite of reports that is customizable; the City requires real-time spend analysis at a detailed level.
 - b. A support program that facilitates flexible reconciliation of transactions to internal cost centres (including use of multiple costs centres and formats) and interfaces with Oracle PeopleSoft (version 9.2) and future iterations of this program.
 - c. A competitive rebate on its purchases and other value-added incentives based on its spending activities.

7.0 City Provided Items

- 7.1. Any and all expenses, including travel or per diem as and when required by the Successful Respondent to carry out its obligations under the Contract shall be at the Successful Respondent's expense.

8.0 Submission Details

- 8.1. Respondents should submit two (2) hard copies, plus one electronic copy (on a CD ROM or memory stick) of their Expressions of Interest marked "**5303 EOI – Provision of a Corporate Purchase Card Program**" to the Purchasing Division, Information Counter, Main Floor, Richmond City Hall located at 6911 No. 3 Road, Richmond, BC V6Y 2C1. Submissions will be received by the Closing Time.

- 8.2. Submissions will be evaluated at the discretion of City based upon the information contained in the submissions.
- 8.3. Submissions received after this time may, at the City's discretion, be returned to the sender unopened.
- 8.4. Hard copy and electronic copy Submissions should be identical to each other and in the same file format (i.e. Excel, word).
- 8.5. Submissions should be submitted in a sealed envelope or package, marked with the Respondent's name and the RFEOI title and number.
- 8.6. Any and all costs associated with the preparation and submission of the Response, including any costs incurred by the Respondent after the Closing Time, will be borne solely by the Respondent.
- 8.7. By submitting a Response, the Respondent acknowledges and agrees the City will not be responsible for any costs, expenses, losses, damages (including damages for loss of anticipated profit) or liabilities incurred by the Respondent as a result of or arising out of submitting a Response for the proposed Contract, or due to City's acceptance or non-acceptance of their Response or any breach by City of the bid contract between City and each of the Respondents or arising out of any contract award not made in accordance with the express or implied terms of the Response documents.

9.0 Inquiries

- 9.1. Questions relating to this RFEOI may be directed to Sharon Bentley, Buyer II by email to purchasing@richmond.ca by the deadline listed on the title page of this RFEOI.
- 9.2. Inquiries and responses relating to the RFEOI will be posted on BC Bid (<http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>) and the City's website (<http://www.richmond.ca/busdev/tenders.htm>). It is the sole responsibility of each Respondent to check these sites on a regular basis for amendments, addendums, or questions related to this RFEOI.
- 9.3. The decision to issue or not issue an addendum is entirely at the sole discretion of the City.
- 9.4. Each addendum will be incorporated into and become part of the RFEOI document. No addendum or amendment of any kind to the RFEOI is effective unless it is contained in a written addendum issued by the City's Purchasing Section.

10.0 Format Requirements

- 10.1. Responses submitted should be no more than 30 (thirty) pages (fifteen double-sided cumulative) in length, not including appendices, and should adhere to the following structure – including section title and order as indicated below:

SECTION A: Cover Letter and Executive Summary

- a) This covering letter referencing the RFEOI number and title should clearly state the Respondent's understanding of the services to be provided. The letter should include the name(s) of the person(s) who will be authorized to make representations for the Respondent, their title(s) and telephone number(s) and email address. The cover letter should be signed by an authorized signatory in a position to legally bind the Respondent to statements made in response to this RFEOI.
- b) The executive summary should provide a synopsis of the Respondent's purchase card program and key points in its Response.

SECTION B: Table of Contents

- a) The Table of Contents should reference the applicable section, sub-section and page numbers (e.g. Section C pages x-x, Sub-Section Part 1 page x-x). Pages should be consecutively numbered.

SECTION C: Experience, Reputation, Capacity, Team Composition and Resources

- a) Provide sufficient information that demonstrates the Respondent's experience, reputation, capacity, and availability of resources, including the ability to meet Requirements of this RFEOI, qualifications and competencies, track record, references of current and former clients for types of services described in this RFEOI.
- b) Provide sufficient information about your company that includes, but is not limited to the following:

Part 1: Should include the following information:

- i. Contact information, including name, title, address, e-mail and telephone number.
- ii. Any other name(s) Respondent is, or has, been doing business under.
- iii. Location of head office and subsidiary offices, as applicable; number of employees;

- iv. A corporate profile of the Respondent's firm outlining its history, philosophy and target market;
- v. A detailed listing, with descriptions, of successfully completed projects that demonstrate the Respondent's experience with providing the types of services required by this RFEOI;
- vi. Detailed information of the Respondent's years of relevant experience in providing the services required by this RFEOI;
- vii. An organization chart of the Respondent's organizational structure as this will relate to the Respondent's team members that would be assigned to implement its corporate purchase card program, if it was selected by the City. This should include the Respondent's internal reporting structures;
- viii. Team Composition – provide a complete listing of all resources who would be assigned to this Project. Resources should be identified as follows:
 1. A list of all personnel assigned to this project:
 - a. A brief resume identifying each individual's qualifications and experience.
 - b. Number of years each individual has worked for the company and specific projects worked on.
 2. A description of available support staff and resources.

Part 2: Additional Information

- i. In this section, Respondents may provide any additional comments about their experience, capacity, and resources which they feel would be informative and beneficial to the City.

Part 3: References

- i. Respondents should provide a list of former and current references for all customers for whom the Respondent has provided its p-card systems, similar to that described in this RFEOI, for the past 5 (five) years. Respondents should include a brief half-page summary of the systems provided, and the implementation dates. The organization name and address, telephone, and email address of primary contacts should also be included. The City may, during the evaluation process, contact the references to confirm statements made in response to this RFEOI.

SECTION D: TECHNICAL INFORMATION

- a) In this section, supplemented with the form in Appendix One, Respondents should provide information about their corporate purchase card programs that includes, but is not limited to:
1. Merchant Acceptance
 - a. Indicate the level of merchant acceptance provided by the Respondent's card package.
 2. Card Issuance/Replacement
 - a. Provide a detailed description the Respondent's card issuance (initial set up and ongoing) and replacement processes, including timelines as outlined in Appendix One.
 3. Charges, Statements and Billings
 - a. Include details of transaction transmission, access and approval processes, expense account assignment and validation processes, including any restrictions, and any other information that would address your ability to meet the Requirements. Describe statement and invoicing procedures including specifics on foreign currency conversion conventions.
 4. Reporting
 - a. Include a description of reporting capabilities to meet the requirements listed in Appendix One.
 - b. List the standard reports that are included the proposed p-card program, and describe the report writing tools that are used to either modify the reports, or create new reports within the application.
 - c. State if a report or a mechanism exists to identify when a cardholder has split a purchase in order to avoid exceeding his or her transaction limit.
 - d. Outline what the purchase card system offers in the form of supplier analysis tools.
 - e. Outline the solution provided to identify and to monitor high volume merchants and available discounts.
 - f. Attach samples of the standard reports.

5. History

- a. Outline the purchase card system's ability to track spending history.

6. Security Measures

- a. Outline the system security features provided within the Respondent's purchase card system.
- b. Include the p-card program's fraud prevention and detection system, and other systems and controls in place to ensure the security and safety of City data.
- c. Outline the use of, and the security around, electronic signatures and / or authorizations.
- d. In addition, if the Respondent is proposing a web-enabled purchase card system, identify how security is handled through the browser.

7. Liability

- a. Describe card liability controls that are provided to help to reduce, eliminate or limit the City's liability.

8. System Administration and Training

- a. Describe how the system can be defined to satisfy the City's work environment and explain the features regarding system access and controls.
- b. Describe, in detail, how system training will be offered to staff and at what levels (e.g., administrator, user, etc.)

9. Travel and Accommodation

- a. Outline the purchase card system's ability to deal with travel and accommodation, as well as small dollar daily purchasing requirements including related reporting features.
- b. Outline the purchase card system's ability to handle out of pocket expenses as well as petty cash.

10. Customer Service

- a. Outline the levels of customer service that will be provided.

- b. State if prepared to guarantee the above stated level of service and what compensation would be given the Contracting Entity if this level of service was not met.
- c. Describe the controls that will be put in place to monitor the quality of service and provide a venue for feedback.

11. Modules

- a. Does the Respondent's software include both a cardholder and an administrator module? If so, discuss the features and controls included.
- b. Explain how the Respondent's system provides for cardholder and program maintenance by the program administrator.
- c. Identify the days and hours when support can be reached, as well as the method(s) of obtaining support (i.e. phone calls, e-mail, etc.). If telephone support is utilized, is a toll free number available?

12. Start-Up

- a. Outline the level of assistance that will be provided to the City as it transitions its purchasing card programs, should the Respondent's solution be selected.
- b. State willingness and ability to supply an interface between the card software and Oracle PeopleSoft 9.2 and/or the Respondent's ability to provide assistance creating the interface. State costs, where applicable, related to interface and/or assistance to develop an interface.
- c. Describe the ability to transfer existing data from the current systems into a new database. State if there is a risk of loss of data from the entity's existing system to a different one.
- d. Does the Respondent's organization offer a method of program review after the purchase card system has been up and running for a period of time?

13. Variation of Needs and Skills

- a. Describe how the Respondent's purchase card system is able to handle a variety of organizations, with a variety of needs, a variety of skill-sets and a variety of technological capabilities.

- b. From time to time, the City may require a card having the appearance of a personal credit card versus the standard card face showing the entity's name (e.g. law enforcement officers working undercover). State if the Respondent is able to supply such a card.

14. Level of Available Information

- a. Outline the proposed purchase card system's ability to handle multiple levels of detail information, that is, level 1, level 2 and level 3-tier information. Include complete definitions of information within each level.

15. Download of Information

- a. Outline the p-card system's ability to download detailed information including frequency (daily, weekly, monthly).
- b. Explain how the system deals with the electronic distribution of periodic billing statements, and identify what industry business standards are followed.
- c. Outline the system's approach to flexible cycle dates and in particular around the needs at fiscal year-end.
- d. Outline the method used to provide electronic routing and retrieval of transactions and/or statements to multiple or remote sites.

16. Blocking

- a. Outline the blocking capabilities of the proposed purchase card system.
- b. Specifically outline the solution provided to ensure proper blocking continues as new standard industry codes are added to the Respondent's p-card system.
- c. Confirm that blocking is maintained through ALL functions, and with ALL merchants within the purchase card system.

17. Rules and Controls

- a. Outline the availability of business and audit rules within the software and any blocking or notification that occurs when a rule has not been followed.
- b. Outline how the program software identifies inactive cards.

18. Taxes

- a. Outline the purchase card system’s method of handling and reporting all taxes.
- b. Describe how the purchase card system handles a U.S. transaction where Goods and Services Tax (“GST”) and Provincial Sales Tax (“PST”) are not included until the shipment is actually processed through customs.
- c. Does the software report Canadian Taxes (GST and PST)?
- d. State if the tax amounts are actually paid or derived from a formula applied to the gross transaction amount.
- e. State if the cardholder can correct the taxes on the reconciliation form.
- f. Describe how the purchase card system handles self-assessed taxes.
- g. State if the system recognizes and handles different rates of GST, and PST, depending on source.

19. Field Size

- a. Provide the size and any format restrictions of the field holding the G/L and work order numbers.

20. Costing

- a. Explain if the software is capable of handling the splitting of cost for each line item into two or more G/L codes and/or work order numbers.

21. Technical Specifications

- a. Systems Requirements
 - i. Outline how the proposed p-card software interfaces with Oracle PeopleSoft 9.2 and how it will continue to interface with this program’s future versions.
 - ii. Provide any/all system requirements for each proposed solution, broken down as follows: Database Server, Application Server, and Client PC.
 - iii. State minimum browser requirements to use any web enabled cardholder software.

22. Databases

- a. List all databases that can be used for storage of data, including the certification level of the database (i.e. Oracle PeopleSoft 9.0, etc.). Also indicate the means by which the application will connect to the database (i.e. SQLNet, etc.).

23. Upgrades

- a. How often are updates to the proposed p-card program released?
- b. What level of technical support is provided in assisting with upgrades, and how is the support obtained?

24. Financial Details

- a. Describe how the line of credit for the City would be established and whether an entity ever be asked to provide cash collateral.
- b. Outline procedure used by the Respondent should an account be in arrears. Would the Respondent ever suspend an entity's credit without first contacting the entity's contract administrator.

25. Payment Terms and Options

- a. State the payment terms and/or options.
- b. Outline all payment methods, including Electronic Fund Transfer (EFT).

26. The Future

- a. What is the Respondent's next generation of card and program technology and when will it be available.

SECTION E: PROPOSED REBATES AND INCENTIVES

- a) In this section Respondents should provide information on the rebate that they would offer the City for the use of their recommended corporate purchase card programs and other value-added incentives they would offer the City that are appropriate to its spending activity.

11.0 Review of Submissions

- 11.1. All Responses will be evaluated for their compliance and suitability with respect to the Requirements of the City by a committee composed of City staff or designates, which may include third party consultants.

- 11.2. The City will review the Responses submitted to determine whether, in the City's opinion, Respondents have demonstrated the required experience and qualifications to fulfill the obligations of the services identified in this RFEOI.
- 11.3. The City, in its sole discretion, may conduct any inquiries, clarifications or investigations on any or all of the Responses, without having any duty or obligation to do so for all, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Response and may seek clarification from the Respondent's clients regarding any financial and experience issues.
- 11.4. Responses will be evaluated on the basis of the overall best value to the City based on quality, service, price and any other criteria set out herein including, but not limited to:
 - a. Understanding of project objectives/outcomes and vision;
 - b. Quality of described methodology, work plan and schedule (including time and resource impact to the City staff);
 - c. Capacity of the firm to complete the Services, company reputation and resources, experience and qualifications of those staff to be assigned to do the Work. In addition, the City will place consideration on the Respondent's:
 - i. Business and areas of expertise as well as ability to demonstrate the required skills and experience in providing completing the Work;
 - ii. Ability to communicate and work effectively with the City, and its stakeholders and within specified timeframes;
 - iii. Quality of references;
 - iv. Previous experience with similar type projects;
 - v. Schedule and strategy for sequencing of the Work;
 - vi. Fee allocation to tasks and value for money and
 - vii. Clarity and brevity of the Response.
 - d. Preference may be given to Submissions offering innovative methodology, those that require the least impact to City resources, and environmentally beneficial goods or services.
- 11.5. Respondents may be scheduled for interviews at the discretion of the City.

- 11.6. Reference checks may also be conducted by the City.
- 11.7. Prior to Contract award, the Respondent may be required to demonstrate financial stability. As such, the Respondent may be required to provide annual financial reports or a set of financial statements prepared by an accountant and covering the last two (2) fiscal years.
- 11.8. The City may, prior to Contract award, negotiate changes to the scope of the Work, the materials, the Requirements or any conditions with any one or more of the Respondents without having any duty or obligation to advise any other Respondents or to allow them to vary their prices as a result of changes to the scope of Work, the materials, the Requirements, or any conditions, and the City shall have no liability to any other Respondent as a result of such negotiations or modifications.

12.0 RFEOI Process

- 12.1. This RFEOI is not an agreement to purchase goods or services. The City is not obligated to select a Respondent or to proceed to negotiations for a Contract, or to award any Contract. As such, the City reserves the right to unilaterally take the following actions, and shall not be liable for any such actions:
 - a) accept a Response that deviates from the Requirements or the conditions specified in this RFEOI;
 - b) accept a Response which is not the lowest cost Response;
 - c) accept all or any part of a Response;
 - d) amend the scope and description of the Services as described in this RFEOI, and the qualifications that may be required to meet those requirements;
 - e) assess the ability of the Respondent to perform the Contract and reject any Response where, in the City's sole estimation, the personnel and/or resources of the Respondent are deemed insufficient;
 - f) cancel the RFEOI process and recommence in respect of the same RFEOI with the same or an amended set of documents, information and requirements;
 - g) cancel the RFEOI process at any time and reject all Responses;
 - h) not accept any Response in response to this RFEOI;
 - i) reject a Response even if it is the only Response received by the City;
 - j) reject any and all Responses, including without limitation the lowest priced Response, even if the lowest priced Response conforms in all aspects with the RFEOI;

- k) reject or accept any or all Responses at any time prior to execution of a Contract;
- l) reject Responses which are incomplete, conditional or obscure or erasures or alterations of any kind, or
- m) split the Requirements between one or more Respondents.

12.2. The Respondent acknowledges and agrees that any RFEOI is in no way whatsoever an offer to enter into an agreement and submission of a Response by any Respondent does not in any way whatsoever create a binding agreement. The Respondent acknowledges that the City has no contractual obligations whatsoever arising out of the RFEOI process and may elect to terminate this RFEOI at anytime.

13.0 Non-Conforming Submissions

13.1. Submissions which fail to conform to the Format Requirements or which fail to conform to any other requirement of these Documents may be rejected by the City. Notwithstanding the foregoing or any other provision of these Documents, the City may, at its sole discretion elect, to retain for consideration Responses which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of this RFEOI.

14.0 Potential to Negotiate a Contract

14.1. Subsequent to the receipt and review of responses, the City reserves the right to negotiate with any Respondent or with any number of Respondents concurrently for the purpose of entering into an agreement or to cancel this process in its entirety.

15.0 Intent to Enter Into an Agreement

15.1. By submission of an Expression of Interest, the Respondent agrees that, should it be identified as the Successful Respondent, it is willing to enter into agreements, if required and as necessary to complete the transactions contemplated in the Respondent's Response to this RFEOI.

16.0 Modification of Terms

16.1. The City reserves the right to modify the terms of this RFEOI at any time at its sole discretion. This includes the right to cancel this RFEOI at any time without liability to any Respondent.

17.0 Ownership of Submissions

17.1. All documents submitted to the City, including Expressions of Interest, and any drawings, plans and models (as applicable), become the property of the City and will not be returned to Respondents. They will be received and held in confidence by the City, subject to the provisions of Section 26.1.

18.0 Right to Not Accept Any Expression of Interest

18.1. The City reserves the right to not accept any Expression of Interest and is not bound to enter into an agreement with any Respondent or issue a Request for Proposal. In the event that no Expression of Interest is selected, the City will declare the RFEOI terminated, in which case the City reserves the right to enter into negotiations with any party, regardless of whether or not such party previously participated in the RFEOI.

19.0 No Commissions

19.1. The City will not pay any commission to any Respondent or any agent acting on behalf the Respondent in connection with any transaction arising from the RFEOI. Any agent working with or for an interested party is assumed to be compensated by the Respondent.

20.0 Use of this Request for Expressions of Interest

20.1. This document, or any portion thereof, may not be used by others for any purpose other than for the submission of Expressions of Interest.

21.0 Conflict of Interest

21.1. Respondents are responsible for ensuring that any and all conflicts of interest or potential conflicts of interest are disclosed in their Response. Failure to disclose a conflict of interest may result in the rejection of the Response.

22.0 No Solicitation

22.1. If any directors, employees, officers, agents, consultants, or representatives, or other representative of a Respondent makes any representation or solicitation offering a personal benefit to any officer, employee, agent, consultant, or elected official the City, concerning the Respondent's Response, the City reserves the right to reject the Respondent's Response to this RFEOI.

23.0 No Lobbying

23.1. From the date on which this RFEOI is issued until the RFEOI process is terminated, Respondents (including any directors, employees, officers, agents, consultants, or representatives) should not communicate with the City, directly or indirectly, about the RFEOI except via the designated Contact Person listed on the title page and in Section 9.1 of this RFEOI.

24.0 Publicity

24.1. Respondents must not issue any news release or other public announcement that discloses details of this Request for Expression of Interest, or the Respondent's Response to this RFEOI, without the prior written consent of the City.

25.0 Information Disclaimer

- 25.1. The City and its directors, officers, elected officials, employees, designated representatives, agents consultants, partners and advisors are not liable or responsible for any oral, verbal or written information, or any advice, or any errors or omissions, which may be contained in this RFEOI or otherwise provided to the Respondent or Consultant pursuant to this RFEOI.
- 25.2. The City makes no representation, warranty, or undertaking of with respect to this RFEOI and their respective its directors, officers, elected officials, employees, designated representatives, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this RFEOI or any other written or oral information made available to any interested person or its advisors, and any liability however arising, is expressly disclaimed by the City.
- 25.3. The Respondent shall conduct its own independent investigations and interpretations and shall not rely on the City with respect to information, advice, or documentation provided by the City. The information contained in this RFEOI is provisional and may be superseded by a contract, if formed, between the City and the Selected Respondent.

26.0 Confidentiality, Freedom of Information and Protection of Privacy

- 26.1. All submitted Expression of Interests shall become the property of the City who reserves the right to release information to the public about the Expressions of Interests received and any potential agreement(s) entered into. As the property of the City, Expression of Interests will be considered government records, which are public documents and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia. However, any commercial information that could cause potential economic harm to a Respondent's business interests should be identified by the Respondent as such.

Information pertaining to the Project or Services obtained by the Respondent as a result of participation in this RFEOI is confidential and must not be disclosed without written authorization from the City.

Appendix One – Functional Requirements

This table outlines the minimum requirements of a corporate purchase card program that the City would consider. Respondents are advised to complete this table by indicating if their proposed program meets the Requirement by checking it off and providing further information.

The City is interested in considering corporate purchase card programs that:

FUNCTION	✓ PROVIDED	RESPONDENT TO ELABORATE
Card Acceptability and Use		
Achieve maximum value through the use of a globally accepted card.		
Purchase goods and services through various means, including in person, by phone and internet.		
Distinguish the card with the City’s logo (optional).		
Card Issuance and Replacement		
Issue cards in a quick and secure manner.		
Maintain cardholder information in a confidential and secure manner.		
Report lost and stolen cards 24/7.		
Spending Limits and Control Features		
Set per transaction limits.		
Set daily transaction limits.		
Set billing cycle transaction limits.		
Set start and end dates on each card.		
Change cardholder authorities and spending limits through authorized access.		
Block access to an ATM.		
Block vendors and/or commodity groups.		
Charges, Statements and Billings		
Receive detailed transaction data into the City’s financial system		
Review and approve transactions in a timely manner; it is also required that transactions are posted expeditiously.		

FUNCTION	✓ PROVIDED	RESPONDENT TO ELABORATE
Have transactions approved by the cardholder and/or a manager.		
Use a minimum 42 digit account number to record transactions.		
Have charges default, if necessary, to a minimum 12 digit account number assigned at the cardholder level.		
Change the account number when approving transactions.		
Split transactions across City accounts.		
View and/or print detailed transactions, as required, including on a daily, weekly or monthly basis.		
Reconcile individual purchases to either the default account or to an alternative account of choice.		
Reconcile/approve and download transactions daily, weekly or monthly.		
View monthly invoices in electronic and/or paper format.		
Know what conversion rate and date was used on foreign currency transactions.		
Know the conversion rate convention used in converting foreign currency transactions.		
Allow controlled access to information at different levels of responsibility.		
Reporting		
Purchases by cardholder and supplier.		
Purchases by geographic area, commodity and other attributes that would assist in determining appropriate taxes.		
Audit, trend, commodity, exception and user compliance information.		
Spending at a detailed and summary level, on a monthly and year-to-date basis.		

FUNCTION	✓ PROVIDED	RESPONDENT TO ELABORATE
Security Measures		
The City will be promptly notified by the P-Card provider, through an early warning system, if fraud is suspected.		
The P-Card provider maintains a backup of system information that includes cardholders and transactions.		
Information of a personal nature is protected under the prevailing Privacy Legislation.		
Liability		
Provide liability protection against lost or stolen cards.		
Provide liability protection against fraud.		
Provide liability protection against third party claims.		
System Administration		
Define the days of the week the system is available and minutes of inactivity before time-out.		
Control the number of log-in attempts by a cardholder, subsequently disabling that cardholder, once alerted.		
Set initial passwords for users of at least 8 alpha and numeric characters.		
Produce P-Card transaction records at any time for audit purposes.		
Ensure integrity of data transmitted from the bank.		

Appendix Two – Top Fifty Suppliers by Spend in 2013

Supplier	Total Spend	% of Total Card Spend
RICOH CANADA INC	\$185,444.37	6.81%
ROD S BUILDING SUPPLIES	\$77,720.86	2.85%
BLACK PRESS GROUP LTD	\$41,967.44	1.54%
ACKLANDS GRAINGER INC	\$41,369.28	1.52%
DON DICKEY SUPPLIES	\$36,400.47	1.34%
FRED SURRIDGE LTD	\$33,441.00	1.23%
THE HOME DEPOT	\$30,378.25	1.11%
PLANET CLEAN VANCOUVER	\$29,720.21	1.09%
APEX COMMUNICATIONS IN	\$29,612.48	1.09%
ISLAND KEY COMPUTER	\$28,647.23	1.05%
CDW CANADA	\$27,469.52	1.01%
E B HORSMAN & SON	\$27,247.25	1.00%
NEWEGG CANADA	\$22,313.65	0.82%
FRASERVALLEY EQUIPMENT	\$22,266.58	0.82%
AIR CANADA	\$21,681.56	0.80%
PRAIRIECOAST EQUIPMENT	\$21,047.01	0.77%
THE CAT RENTAL STORE	\$20,773.29	0.76%
WESCLEAN EQUIPMENT	\$20,115.83	0.74%
COMMERCIAL AQUATIC SUPPLIES	\$19,452.37	0.71%
CANSEL	\$18,627.28	0.68%
DELL CANADA INC	\$17,155.88	0.63%
BRIDGEPORT COLLISION	\$16,779.08	0.62%
SPEARS SALES SERVICE	\$16,557.78	0.61%
ECS VANCOUVER	\$14,836.22	0.54%
RONA HOME CENTER	\$14,547.95	0.53%
LADY WA/HI CHIEFTON	\$13,781.56	0.51%
COMPLETE METAL MARKETS	\$13,315.98	0.49%
AZ ARENA PRODUCTS	\$12,967.12	0.48%
PREMIER FARNEL	\$12,781.37	0.47%
DULUX PAINTS	\$12,688.01	0.47%
NCIXCOM	\$12,557.51	0.46%
DOUGLAS LAKE EQUIPMENT	\$12,361.98	0.45%
ENVIROSAFETY	\$12,247.84	0.45%
MEDALION SUPPLY	\$12,068.90	0.44%
GREGG DISTRIBUTORS LP	\$11,392.87	0.42%
WESTBURNE ELECTRIC	\$11,191.49	0.41%
HUTTON COMMUNICATIONS	\$11,150.36	0.41%
AMRE SUPPLY CO LTD	\$11,078.86	0.41%
JUSTICE INSTITUTE OF B	\$10,955.95	0.40%

Supplier	Total Spend	% of Total Card Spend
CLP COMMERCIAL LIGHTIN	\$10,511.38	0.39%
EASI ENTRANCE AUTOMA	\$10,124.29	0.37%
PRAXAIR	\$10,059.02	0.37%
DAFCO FILTRATION GROUP	\$9,966.22	0.37%
NEDERMAN CANADA LTD	\$9,785.44	0.36%
APPLE STORE R	\$9,419.76	0.35%
RELIABLE EQUIPMENT RENTALS	\$9,401.28	0.35%
BC RECREATION PARKS	\$9,395.50	0.34%
WURTH CANADA WEB	\$9,161.96	0.34%
OCECANADA INC	\$8,734.76	0.32%
LONDON DRUGS	\$8,730.61	0.32%