

**Official Questions / Answers  
Credit Card Services  
RFP 6100038542**

**April 13, 2017**

Question #	RFP Page #	RFP Section Reference	Question	Answer
	(If Known)	(If Known)		
1.	3	I-4, Lot 2, A.	Do you know how many CoStars members currently participate and what their combined annual spend is?	There is no existing COSTARS credit card services contract with the Commonwealth.
2.	iv	Calendar of Events	The due date for final clarification questions (April 19) and the final date for the Commonwealth to reply (April 26) are quite close to the response due date (May 4). Would the Commonwealth consider an extension of 10-14 calendar days to allow your bidders time to absorb responses, apply all available information and revise our response as needed?	No. In accordance with section I-8 of the RFP, "If the Offeror has questions, they may be submitted as they arise via email, but <b>no later than</b> the date indicated on the Calendar of Events." As the Commonwealth receives questions, the responses will be posted to the DGS website as an addendum to the RFP. The Commonwealth encourages questions to be submitted as they arise and not held until the deadline date to submit questions.
3.	1	Section I-3 Overview of Project	Lot 1: "Commonwealth Credit Card Services. This lot will provide statewide credit card services to all agencies under the Governor's jurisdiction. <u>Management Directive 310.23</u> ..." The subject of the directive as downloaded is "Commonwealth Purchasing Card Program" but it is referenced in the RFP as governing purchasing card requirements including Purchasing Cards, Travel Agency Cards, Travel Lodging Cards and Corporate Cards. Please clarify if the directive covers all types of cards in Lot 1.	MD 310.23 only applies to the Purchasing Card program.

**Official Questions / Answers  
Credit Card Services  
RFP 6100038542**

**April 13, 2017**

Question #	RFP Page #	RFP Section Reference	Question	Answer
4	2	Section I-3	<p>Overview of Project – under Lot 2 - COSTARS Credit Card Services. Can the Commonwealth list all the current card program consortiums within the State, the Issuer’s name and the corresponding annual spend volume? Are there existing COSTARS participants using this contract? If so, how many and what is the total spend?</p>	<p>It is assumed that many COSTARS members are individually using various commercial, institutional or consortium credit card services. However, DGS does not have the information requested with this question. As there is currently no existing COSTARS credit card services contract, DGS cannot project nor guarantee annual spend volume. Please refer to Section I-4, Lot 2, concerning the objective and specific goals of this project as it relates to COSTARS members collectively. More than 8,500 registered COSTARS members are eligible to obtain credit card services from the selected Offeror. However, members’ participation in any COSTARS purchasing is completely voluntary. While it is the responsibility of the selected Offeror to promote their offered services to registered COSTARS members, COSTARS program staff may take part in expos and trade shows, conduct workshops throughout the Commonwealth, publicize contracts and opportunities using the DGS website, social media, and trade publications, as well as publish periodic newsletters to increase awareness and participation.</p>

**Official Questions / Answers  
Credit Card Services  
RFP 6100038542**

**April 13, 2017**

Question #	RFP Page #	RFP Section Reference	Question	Answer
5.		Appendix F, Section E	Is the required Administrative Fee a flat fee each year or is it required for each COSTARS member that procures from this contract?	The required Administrative Fee is a flat fee, payable annually. As detailed in Appendix F, Section E, a contractor electing to permit COSTARS members to procure from this contract shall pay the required Administrative Fee applicable to the contractor's classification upon contract award, as well as at the beginning of each contract year and upon any contract renewal thereafter. The Administrative Fee is not associated with the number of COSTARS members obtaining credit card services from the selected Offeror.
6.	3	Section I-4 Objectives	Item B.2: Who is the commonwealth's travel provider for airline bookings?	ADTRAV
7.	3	Section I-4 Objectives	Item B.3: Who is the commonwealth's travel provider for lodging bookings? Are other travel or lodging expense covered on the Corporate Cards?	<ol style="list-style-type: none"> <li>1. ADTRAV.</li> <li>2. On personal corporate cards the card must be used for lodging and can be used for any other travel expenses while in travel status (such as meals, parking, tolls, etc.). The Agency Lodging Cards (ALC) are for room and tax only. No other expense can be put on the ALC.</li> </ol>

**Official Questions / Answers  
Credit Card Services  
RFP 6100038542**

**April 13, 2017**

Question #	RFP Page #	RFP Section Reference	Question	Answer
8.	3	Section I-4 Objectives	Item 4: Corporate Card Program - The Commonwealth has approximately 82,000 employees of which approximately 15,000 do some type of business travel annually and have corporate cards. During the past fiscal year, Commonwealth travel expenses totaled approximately \$12,000,000. Can the Commonwealth confirm the number of active Corporate Card cardholders? Is it 15,000? Can the Commonwealth confirm the number of card accounts and the dollars charged-off as bad debt in 2015 and 2016? Is the billing option for the Corporate Card program only individual bill or would the Commonwealth use both corporate bill and individual bill?	<p>In 2016 calendar year there were over 9,600 active corporate cards.</p> <p>In calendar year 2015, there were 23 accounts in the amount of \$19,631.10 charged off as bad debt. In calendar year 2016, there were 40 accounts in the amount of \$45,556.42 charged off as bad debt. Charge offs increased in 2016 due to a six month budget impasse.</p> <p>Currently, the Corporate Card program is only individual bill. Offerors must propose a solution based on the Commonwealth's current program structure for Corporate Card. In addition, Offerors may also propose any alternate solution(s) that may benefit the Commonwealth.</p>
9.	2	I-4, A. General	General: Does the commonwealth currently reconcile card transactions with the airline/lodging's IT platform or with a third-party system such as Concur? Which system, and is it the intention to continue using this system?	Reservations are made in the "GetThere" system and information is synched into SAP. The agency holding the airline, lodging and corporate cards reconciles their own transactions.

**Official Questions / Answers  
Credit Card Services  
RFP 6100038542**

**April 13, 2017**

Question #	RFP Page #	RFP Section Reference	Question	Answer
10.	4	Section I-5 Type of Contract	“It is proposed that if the Issuing Office enters into a contract as a result of this RFP, it will be a No Cost contract for Lot 1; a <b>Fixed Price</b> contract for Lot 2...” Please define what the commonwealth expects in terms of fixed pricing?	The prices submitted in the Cost Submittal for all lots is considered Fixed Pricing for the Term of the Contract. The difference between Lot 1 and Lot 2 is that additional fees (identified in Tab 5 – Applicable Fees of the Cost submittal) can be charged to COSTARS members, but are not applicable and are not identified in the cost submittal for Lot 1.
11.	4 & 5	Section I-8 Questions &Answers and I-9 Addenda	On page 4 and I-9 Addenda to the RFP page 5: Will the Commonwealth require formal acknowledgement of Addenda related to Q&A? If so, may we acknowledge through the online platform, or will by submission of a specific Addendum acknowledgement form be required? Please advise on the expected format and method.	Yes. Offerors shall submit a copy of each Addendum as part of their proposal response. The copies will serve as acknowledgment.
12.	27	Section O – Billing Statements	Lot 1: Number 7 – Can we provide the Schedule of any finance, interest, late charges and/or non-sufficient funds (Corporate Card Only) in the technical response or would this be included in the cost submittal?	An additional tab (Corporate Card Fees) has been added to the cost submittal for Lot 1 & 3 – Commonwealth only in order to address any applicable fees associated with a Corporate Card as identified in III-4, O (27) of the RFP. A revised cost submittal for Lot 1 and Lot 3 - Commonwealth is attached to this addendum and made part of the RFP.