

**Attachment A**  
**Request for Proposal Number 5791 Z1**  
**Questionnaires**

**Bidder Name:** \_\_\_\_\_

Bidder should complete all questionnaires provided in this attachment.

Questionnaires A.1-A.7 are to be included as part of the Functional and Technical Proposal.

- Questionnaire A.1: Mandatory Requirements
- Questionnaire A.2: Baseline Functional and Technical Requirements
- Questionnaire A.3: Baseline Functional and Technical Requirements  
– State Accounting
- Questionnaire A.4: Baseline Specific Functional and Technical Requirements  
– Department of Transportation
- Questionnaire A.5: Baseline Specific Functional and Technical Requirements  
– University of Nebraska
- Questionnaire A.6: Baseline Specific Functional and Technical Requirements  
– Nebraska State Colleges
- Questionnaire A.7: Baseline Specific Functional and Technical Requirements  
Group Travel Card Program - University of Nebraska and Nebraska  
State Colleges
- Questionnaire A.8: Optional Functional and Technical Requirements  
– University of Nebraska

## Questionnaire A.1 Request for Proposal Number 5791 Z1

### Mandatory Requirements

Please answer the following six Mandatory Requirements questions with a check mark after the appropriate response. Any "No" answer will eliminate the bidder from further evaluations.

1. Yes \_\_\_\_ No \_\_\_\_ Contractor must be an Authorized Issuer of Cards.
2. Yes \_\_\_\_ No \_\_\_\_ Contractor must be a financial institution, card-issuing bank, credit card company, charge card company, debit card company, or third-party merchant bank capable of operating the state purchasing card program on behalf of the state and those political subdivisions that participate in the state contract for such services. (Neb. Rev. Stat. §81-118.02)
3. Yes \_\_\_\_ No \_\_\_\_ Contractor must have a minimum of five (5) years' experience providing Purchasing Card services to a program of similar size.
4. Yes \_\_\_\_ No \_\_\_\_ Contractor must provide EMV chip card technology.
5. Yes \_\_\_\_ No \_\_\_\_ Contractor must agree to meet all federal, state and local laws as well as regulations, rules and requirements set forth by the card company/association and overseeing industry.
6. Yes \_\_\_\_ No \_\_\_\_ Contractor has financial stability to do business with the State of Nebraska. (Refer to Section VI. Proposal Instructions, A. Proposal Submission, 2. Financial Stability.)

**Questionnaire A.2**  
**Request for Proposal Number 5791 Z1**

**Baseline Functional and Technical Requirements**

Each bidder should respond in a detailed manner how the bidder **will comply** with the following statements. If you mark No, please explain why you cannot comply with the requirement in the Response or provide an alternate method.

Req #	Functional and Technical Requirements
<b>Card Format and Design</b>	
2.1	Most Purchasing card programs require that cards issued contain no reference to Automatic Teller Machine (ATM) machine usage, can the bidder comply?
Yes ____ No ____ <b>Response:</b>	
2.2	The cards shall be branded by a national card company/association. The bidder should detail the card branding being offered.
<b>Response:</b>	
2.3	The bidder should detail the national and international acceptance of its proposed branded card products to meet the requirements detailed in this RFP.
<b>Response:</b>	
<b>Card Issuance, Cardholder Enrollment, and Card Maintenance</b>	
2.4	The Contractor is required to accommodate mass card enrollment for programs. The bidder should detail their process for new card enrollment and issuance for conversion.
<b>Response:</b>	
2.5	The bidder should submit a timeline to convert existing cards to the new program.
<b>Response:</b>	
2.6	The Program Administrators or their designees require the ability to self-order new or replacement cards from a secure online website, can the bidder comply? Bidder should provide screen prints of its online enrollment system to meet this requirement.
Yes ____ No ____ <b>Response:</b>	

2.7	The Contractor's online card enrollment system shall capture at a minimum, the following information: cardholder's name, address, city, state, zip code, business phone number, alternate phone number, agency/department name, agency business unit coding/cost center, identification number (i.e., currently employee ID #), card blocking strategy, monthly credit limit, and single purchase limit. Can the bidder comply by providing <b>all</b> the information listed above?
<b>Yes</b> ____ <b>No</b> ____ <b>Response:</b>	
2.8	Bidder should detail any other fields in the enrollment system available for use (other than those requested in 2.7 above), the purpose of the field, and if it is a required field in the Contractor's enrollment system.
<b>Response:</b>	
2.9	The State prefers delivery of newly issued cards within 3 business days following cardholder enrollment by the Administrator, can the bidder comply?
<b>Yes</b> ____ <b>No</b> ____ <b>Response:</b>	
2.10	The bidder should explain any and all of its manual intervention in the card issuance or reissuance process. The bidder should detail the quality controls used by the Contractor to ensure cards are issued accurately.
<b>Response:</b>	
2.11	The Contractor may not deny card issuance to any cardholder approved by the card programs for set up, unless required by Federal or State law or a card company/association age restriction. Can the bidder comply?
<b>Yes</b> ____ <b>No</b> ____ <b>Response:</b>	
2.12	The Contractor may not require or complete a credit line approval process or perform a credit check on an employee or an entity participating in <b>any</b> program. Can the bidder comply?
<b>Yes</b> ____ <b>No</b> ____ <b>Response:</b>	
2.13	The bidder should detail their ability/process to detect, investigate, notify card programs, and/or deter duplicate card issuances.
<b>Response:</b>	

2.14	On occasion, card programs may require two or more cards to be issued for the same cardholder for accounting purposes. The bidder should address how it identifies legitimate requests for duplicate cards for the same cardholder.
<b>Response:</b>	
2.15	The card programs require that issued cards be mailed directly to the Program Administrators or his/her designee via expedited delivery. The bidder should include a description and flow chart of the card distribution process including issuance timeframes.
<b>Response:</b>	
2.16	The card programs require the ability to customize the card carrier information mailed along with issued cards. The card programs understand that certain language is required on the card carriers by the card companies. The card programs shall exclude language pertaining to interest rates, statement billing, and on-line account access. Industry-related pamphlets are not to be included. Can the bidder comply?
<b>Yes</b> ____ <b>No</b> ____ <b>Response:</b>	
2.17	The bidder should detail, in years, how often cards are reissued.
<b>Response:</b>	
2.18	Can the bidder mail reissued cards directly and securely to the Program Administrator?
<b>Yes</b> ____ <b>No</b> ____ <b>Response:</b>	
2.19	The bidder should detail advance timing of card reissuance prior to original expiration.
<b>Response:</b>	
2.20	Can the bidder allow the Program Administrators to activate reissued and new cards?
<b>Yes</b> ____ <b>No</b> ____ <b>Response:</b>	
2.21	Can the Program Administrator reserve the right to require certain reissued cards be issued with original expiration date?
<b>Yes</b> ____ <b>No</b> ____ <b>Response:</b>	

2.22	The bidder should detail its notification policies and procedures for lost, stolen, or fraud card status changes on an account.
<b>Response:</b>	
2.23	How are the cardholder and administrator notified of fraud attempts?
<b>Response:</b>	
2.24	The bidder should detail the process and timeline of card reissuance due to lost/stolen or fraud.
<b>Response:</b>	
2.25	The bidder should detail their ability to set up an account without issuance of plastic (e.g., Virtual Accounts). Describe the set up process, stipulations, timing and means of providing account information to the Program Administrator.
<b>Response:</b>	
2.26	The bidder should identify all parameters necessary for enrollment (including default parameters). The bidder should detail how parameters are created, identified, maintained, managed, and ultimately discussed with the Program Administrator.
<b>Response:</b>	
2.27	Bidder should describe the process and timing of modifying, adding and/or restricting Merchant Category Code (MCC) access. The card programs require the ability to make single MCC modifications at the account level. The card programs require temporary or permanent real time changes. The bidder should indicate its ability to accommodate these requirements.
<b>Response:</b>	
2.28	Bidder should describe their options to control (decline/authorize) card transactions. Controls may include, but are not limited to the following: 1. Merchant Category Codes (MCC) 2. Standard Industry Classification Codes (SIC) 3. North American Industry Classification System (NAICS) 4. National Institute of Governmental Purchasing Code (NIGP) 5. Unique merchant identification number.
<b>Response:</b>	
2.29	Bidder should describe the ability/process to block/restrict specific merchants and/or specific items.
<b>Response:</b>	

2.30	The Program Administrator or his/her designee requires the ability to make real-time, on-line changes to an account. These changes include, but are not limited to billing address, department name, phone numbers, cost object code, business unit, personnel identification number, employment termination or non-renewal. Bidder should detail supporting controls and timing from change request to enforcement.
<b>Response:</b>	
2.31	The bidder should detail their process and procedures to enforce MCC codes upon card activation. The bidder should detail their process to monitor MCC parameters to verify only legitimate transactions are allowed on accounts.
<b>Response:</b>	
2.32	The card programs require the Program Administrator to modify account limits, both temporary and permanent, within an on-line system. The bidder should detail its accommodation of this requirement and how soon those changes are enforced. Examples of on-line changes would be monthly limits, strategy changes, override, credit limit changes, blocking strategy changes, demographics.
<b>Response:</b>	
2.33	The bidder should detail the process of varied card program set up. If bidder offers varied programs, will enrollment occur through the same website? The bidder should detail their quality assurance process to ensure cards are issued with correct plastic appropriate for that card program.
<b>Response:</b>	
2.34	What is the process for expediting card issuance for new or replacement cards? What is the turnaround time? Can expedited card delivery be redirected?
<b>Response:</b>	
2.35	The bidder should detail memo functionality within their online system available to the Program Administrators and to the Contractor.
<b>Response:</b>	
2.36	The bidder should detail the ability of Program staff to view Contractor notations on an account housed in the Contractor's online solutions.
<b>Response:</b>	
2.37	The bidder should detail its card stock management process in preparation for new card and card re-issuance.
<b>Response:</b>	

2.38	The bidder should detail its ability to issue cards with higher limits as outlined in Attachment D.
Response:	
<b>Card Acceptance</b>	
2.39	Can the card accommodate in-store, internet, fax, mail order, and over-the phone transactions without any exceptions?
Yes ____ No ____ Response:	
2.40	Bidder should detail all volume and spending limits placed on the cards. Details should address at a minimum, PIN-based transactions, and signature based transactions. Specify if limits are daily, weekly, monthly or per transaction. The bidder should detail the process and timing to modify and enforce change limits.
Response:	
2.41	The bidder should detail how cardholder PIN information is distributed within programs allowing its use.
Response:	
2.42	The bidder should detail how cardholder PIN may be changed by cardholder.
Response:	
2.43	Is the bidder willing to recruit new businesses for inclusion in the card programs? For example, when a card is not accepted by a business, the Contractor shall contact such business and attempt to include the business as an entity that will accept the Contractor's card.
Yes ____ No ____ Response:	
2.44	The bidder should detail options available to the card programs to make payments to entities that do not accept the branded card used by the Contractor. The bidder should include information on payable automation services available to card programs.
Response:	
2.45	The bidder should detail programs available that can increase rebates to card programs.
Response:	



**Purchasing Card Program Administration**

<b>2.46</b>	Can the bidder's card programs allow the Program Administrator or his/her designee to specify at a minimum, (the following account information) 1. single transaction dollar limits; 2. monthly credit limit; 3. MCC parameters; 4. cost center/business unit information; 5. cardholder demographic information; 6. department name/agency name; 7. cash access information; and 8. any other field entered into the cardholder enrollment screen?
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**Yes \_\_\_\_ No \_\_\_\_**  
**Response:**

<b>2.47</b>	The bidder should review the card limits designated by the card programs detailed in Attachment D. Does the bidder understand and accept the card programs require various levels of spending depending on the cardholder's job function and program type?
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**Yes \_\_\_\_ No \_\_\_\_**  
**Response:**

<b>2.48</b>	Does the bidder agree that the State or card programs will not be liable for any purchase or charge incurred after being notified of termination or cancellation of an account?
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**Yes \_\_\_\_ No \_\_\_\_**  
**Response:**

<b>2.49</b>	Does the bidder agree that the State or card programs will not be liable for any purchase or charge incurred after notification that a card was reported lost or stolen?
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**Yes \_\_\_\_ No \_\_\_\_**  
**Response:**

<b>2.50</b>	The bidder should detail the ability of the Program Administrator or his/her designees to inactivate lost or stolen cards. If the Contractor allows card inactivation by the Program Administrator, the bidder should detail if this process will automatically trigger replacement card issuance or the steps necessary to get a card reissued.
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**Response:**

2.51	The State requires a contract addendum to be signed by the State Treasurer, the Contractor and any governmental entity/political subdivision interested in using the Contract. The Contractor is required to have all contract addendums signed. A signed copy shall be provided to all parties prior to work being started. Will the bidder comply?
<b>Yes ____ No ____</b> <b>Response:</b>	
2.52	The bidder should indicate their ability to issue cards that can be used for the payment of utilities.
<b>Response:</b>	
2.53	Contractor must present a yearly review and analysis of each card program thirty (30) days prior to the anniversary date of the contract and a final review upon program request (within 30 days of the expiration of the contract and any renewal options available.) Contractor's card program Manager/Representative shall meet to complete a detailed review of each card program, its contractual responsibilities, contractor's performance and management of the relationship. Benchmark measurements for performance and performance comparison analyses based upon such benchmarks shall be established and reviewed over the Term as part of the annual review meeting. The Contractor shall submit to the card programs, contractor's report of strategies and planning goals for the ensuing calendar year. Contractor's representative shall at this time meet with the designated representatives of each card program to discuss all programs, contractor and contractor management effectiveness, future objectives, future growth opportunities, and industry updates. Does the bidder agree to such presentation?
<b>Yes ____ No ____</b> <b>Response:</b>	
<b>Customer Service for Cardholders</b>	
2.54	Can the bidder provide toll-free customer service lines and established summary of policies and procedures to handle cards issued?
<b>Yes ____ No ____</b>  <b>If yes, please provide the policies and procedures.</b>  <b>If no, please explain why bidder is unable to provide policies and procedures.</b>	
2.55	The customer service lines must be available 24 hours a day, 365 days a year, at no cost. Can the bidder comply?
<b>Yes ____ No ____</b> <b>Response:</b>	

2.56	Bidder should detail the types of inquires handled by their customer service line.
<b>Response:</b>	
2.57	The bidder should provide sample customer service scripts of the cardholder processes most routinely managed through the call center, including at a minimum lost/stolen card issues, new card activation, fraud, declines, etc.
<b>Response:</b>	
2.58	Call Center Customer Service Representatives shall be competent, qualified, trained, and able to communicate effectively. The bidder should detail its Customer Service abilities addressing each item identified above in 2.57.
<b>Response:</b>	
2.59	The bidder should provide the ability for a Program Administrator to access card holder information within call center customer service.
<b>Response:</b>	
2.60	The bidder should describe the telephone communication system it uses or proposes using to operate the toll-free telephone system, whether call center services will be performed by contractor staff or sub-contractor staff and the call center functions to be performed at each location. Additionally, it should detail the number of lines available for clients, the planned staffing levels at various times of the day/week/month, the language and system skill levels of attendants, and the call management software used to monitor performance. The bidder should detail how it manages for weather or any other related issues that could impair its ability to maintain adequate staffing levels in the subcontractor or contractor operated call centers.
<b>Response:</b>	
<b>Billing Statements and Cardholder Statement</b>	
2.61	The card programs may require the contractor to send a monthly statement of charges to each cardholder and to the Program Administrator within 5 business days after each statement cycle closes. Each Program Administrator shall designate acceptable statement formats for their cardholders, this may include either a paper or electronic statement.
<b>Response:</b>	
2.62	Card programs may designate that all or certain cardholders either receive no statement or only have access to online statements. The bidder should detail their ability to block either entire programs or specific cardholders from receiving statements. The bidder should detail how this is set up during initial card enrollment and how it will be monitored or managed with ongoing card issuances.
<b>Response:</b>	

2.63	The bidder should detail solutions available for cardholders to be able to access monthly activity via an online contractor operated web-based reporting solution. The bidder should detail its ability to provide card programs reports in both a PDF and CSV format. Bidder should provide samples of on-line statements. The bidder should detail its enrollment process.
<b>Response:</b>	
2.64	The bidder should indicate its ability to allow program hierarchy for on-line statement viewing. Allowed access is determined by the Program Administrator.
<b>Response:</b>	
2.65	The bidder should detail the billing statement cycles.
<b>Response:</b>	
2.66	Can the bidder list sales tax separately for each transaction, if tax information was passed thru during the authorization process? This information is useful in situations where the cardholder was erroneously charged sales tax and the program requires a refund.
<p><b>Yes ___ No ___</b></p> <p>If the bidder cannot itemize sales tax, the bidder is required to propose an alternative solution.</p>	
2.67	The bidder should detail availability of view only access of transaction data to individuals that are not cardholders (upon the approval of the Program Administrator).
<b>Response:</b>	
2.68	The bidder should detail the purpose of control accounts and how they vary from individual cardholder accounts. The bidder should detail how control statements differ between control accounts and individual cardholder accounts. The bidder should include a sample cardholder and control account statement in their RFP response. The bidder should detail if online control statements are available if requested by a card program.
<b>Response:</b>	
2.69	The bidder should detail its process to manage returned cardholder statements. The bidder should detail how future statement mailing will be handled after the statements have been returned. The bidder should detail its process to monitor changes in statement status and notify the Program Administrator or his/her designee that cardholder statements for their program are being returned and/or that printing and mailing is being discontinued.
<b>Response:</b>	
<b>Reporting</b>	
2.70	The bidder should detail their program administration online reporting tool.
<b>Response:</b>	

2.71	The bidder should detail how its online tool will be set up to meet program needs or requirements, how user names and passwords to access the system will be distributed, and how users and Program Administrators will be trained.
<b>Response:</b>	
2.72	The bidder should detail data retention, including the number of months data is retained via the online tool.
<b>Response:</b>	
2.73	The bidder should specify the number of months data is archived after it is no longer available via the online tool. The bidder should detail the length of time to retrieve data requests of information stored in its archive solution.
<b>Response:</b>	
2.74	Bidder should detail the reports available (both custom and already programmed) through this online tool. The bidder should provide a list of reports available and sample reports.
<b>Response:</b>	
2.75	Bidder should detail their ability to provide Level III data. What percentage of Contractor's merchants provide Level III data?
<b>Response:</b>	
2.76	The bidder should detail their ability to provide transaction detail with up to the minute information.
<b>Response:</b>	
2.77	Bidder should describe current software/hardware requirements necessary to access internet/online solutions and any PC based applications offered in the RFP response and specify the required Windows version.
<b>Response:</b>	
2.78	Multiple program users access the online system simultaneously to view activity, generate reports, create extracts, etc. Bidder should detail all limits to using its reporting tools and details accommodating multiple users.
<b>Response:</b>	
2.79	The bidder should detail how reports are created, what formats are offered, related notification, and delivery options.
<b>Response:</b>	

2.80	The Contractor shall provide a report, at least monthly, of all current open/active cardholder accounts at the campus/agency or card program level. The cardholder listing report shall include, but may not be limited to the following cardholder/account information: account number, name, program types, cardholder address, department name, credit line, phone number, single purchase limit, expiration date, date opened, cost center, department name, and identification number. The report may be requested more frequently by the participating card programs. The bidder should detail if the report is available online and if sorting capabilities exist.
<b>Response:</b>	
2.81	The Contractor shall provide a report, at least monthly or as needed, of all cardholder accounts issued since program inception at both the campus/agency or card program level. The cardholder listing report shall include, but may not be limited to the following cardholder/account information: account number, name, address, department name, credit line, phone number, single purchase limit, expiration date, date opened, cost center, department name, account status, date of recent status change, program type and identification number. The bidder should detail if the report is available and if sorting capabilities exist.
<b>Response:</b>	
2.82	The bidder should detail their ability to provide detailed decline reports by card program, minimum of weekly, summarizing transaction date, time, amount, merchant identification, reason for decline, MCC identification, account status, cardholder name and account number. The bidder should include details about format, file sharing, and manipulation capability.
<b>Response:</b>	
<b>Fee Requirements for Card Programs</b>	
2.83	Does the bidder agree that no fees will be charged for the card programs, implementation thereof, or any of the services detailed in the RFP?
<b>Yes</b> ____ <b>No</b> ____ <b>Response:</b>	
2.84	Unless otherwise specified, the contractor shall, at no cost, furnish all necessary labor, forms, equipment, supplies, written or visual aids, literature, and related information to perform the services required in this RFP. Will the bidder comply?
<b>Yes</b> ____ <b>No</b> ____ <b>Response:</b>	
2.85	Will the bidder agree the card programs shall not incur interest or fees on balances less than forty-five (45) days past cycle date?
<b>Yes</b> ____ <b>No</b> ____ <b>Response:</b>	

2.86	The card programs shall not incur interest or fees for purchases/transactions in dispute, can the bidder comply?
<p>Yes ____ No ____</p> <p>Response:</p>	
<b>Transaction Dispute Process/Reconciliation and Fraud</b>	
2.87	Bidder should detail the work flow and time requirements regarding disputed transactions indicating the responsibilities of the parties involved.
Response:	
2.88	Bidder should detail its process to suspend accounts while in dispute and related notification thereof.
Response:	
2.89	Bidder should include copies of all forms and affidavits required to be completed in cases of transaction disputes and fraud.
Response:	
2.90	Bidder should detail how disputes and fraudulent transactions are handled. The bidder should indicate how they identify and reconcile credits associated with original debits. Is this a paper or electronic process? What is the expected turnaround time for credit receipt due to fraud?
Response:	
2.91	The bidder should detail the types of cardholder adjustments processed by the bank and generally included in transaction files to customers. The bidder should detail their ability to customize the file to block certain types of adjustments unacceptable to the individual card program(s). The bidder should detail the delivery options (combined with current file, separate file transmission, etc.) available for cardholder adjustment entries and what timing options those entries can be provided to the programs (daily, weekly, monthly, etc). An example of an unacceptable entry would include internal bank GL credit and debit adjustments.
Response:	
2.92	The contractor shall monitor, identify and alert the Program Administrator or his/her designee of potentially fraudulent transactions. The bidder should detail its fraud prevention system and workflow process.
Response:	
2.93	The bidder should detail activity triggering fraud alerts.
Response:	

2.94	The bidder should detail the options in communicating fraud to the cardholders or Program Administrators. The bidder should detail volume of phone calls, the potential scripts, written communication, identification of callers (i.e., the bidder or its subcontractor) and customer service phone numbers.
<b>Response:</b>	
2.95	The bidder should detail how parameters of the fraud system can be adjusted, monitored, or controlled to ensure cards are properly handling legitimate transactions, both nationally and internationally.
<b>Response:</b>	
2.96	The bidder should detail instances when a card shall be suspended or inactivated in cases of fraud that have not been reported by the cardholder. If a card is suspended or cancelled due to fraud, the bidder should detail timing of replacement issuance and delivery.
<b>Response:</b>	
2.97	The bidder should detail how prior spend impacts fraud parameters. The bidder should detail its accommodations to new card programs that lack historical data.
<b>Response:</b>	
2.98	The bidder should detail its process to identify, communicate, monitor, and resolve instances of breaches/compromises of numerous accounts. Detail shall include timelines, card replacements, etc.
<b>Response:</b>	
2.99	The bidder should detail all internal Contractor operated or card company/programs/services available to protect card programs against loss due to employee misuse or fraud. The bidder should provide all materials related to those programs/services available.
<b>Response:</b>	
<b>Emergency Card Issuance/Business Continuity Planning</b>	
2.100	The card programs require the ability to obtain cards that have higher credit limits for disaster situations. Cards will be stored securely with limited access. Can the bidder comply?
<b>Yes ____ No ____</b> <b>Response:</b>	



<b>2.101</b>	The bidder should detail their ability to assist when a disaster occurs. The bidder should detail prior experience with similar sized or similar entity programs that have encountered a disaster situation.
<b>Response:</b>	
<b>Disaster Recovery/Business Continuity Planning</b>	
<b>2.102</b>	The bidder should detail how often the bidder's disaster recovery plan is tested for both physical and cyber disaster, what redundancy is in place for critical systems (card enrollment systems, card production, customer service call center, web based solutions, etc.), and how quickly operations can begin once a disruption has occurred.
<b>Response:</b>	
<b>2.103</b>	The bidder should detail the last time a significant disruption in service occurred. The bidder should detail the cause of the disruption and the length of the disruption of service. What did the bidder learn from that disruption of service and what have they changed to be more prepared in the future.
<b>Response:</b>	
<b>2.104</b>	The bidder should discuss if their disaster recovery plan/business continuity plan has ever been implemented. If the plan was implemented, how long did the situation continue, and how long until the Contractor was operational following the start of the disaster or system failure.
<b>Response:</b>	
<b>Settlement &amp; Posting of Program Payments</b>	
<b>2.105</b>	The Contractor is required to accept all payments made by Automated Clearing House (ACH) for the term of the contract. The bidder should provide the payment detail process (not bank instructions) that the card programs will use to post the payment to control account vs. individual cardholder account.
<b>Response:</b>	
<b>2.106</b>	The bidder should indicate their ability to accept and post payments in the dollar amount received (up to seven digits plus cents). Card program payments are required to be posted to the control account for the same amount paid by the program.
<b>Response:</b>	

<b>Rebate &amp; Payment to Participating Programs</b>	
<b>2.107</b>	How many business days after the quarter's end will the Treasurer's Office receive the rebate via ACH transaction?
<b>Response:</b>	
<b>Other</b>	
<b>2.108</b>	The bidder should detail its request process for obtaining copies of charge slips for card transactions. Will the bidder agree there will be no cost to obtain a copy of a missing charge slip? What is the typical turnaround time for providing copies of requested charge slips?
<b>Response:</b>	
<b>2.109</b>	The bidder should detail any card company/association rules or regulations violations that have occurred in the last 24 months relating to its services or the RFP requirements (those instances not caused by a customer).
<b>Response:</b>	
<b>2.110</b>	The bidder should provide two business references (including entity name, phone number, program services dates) of similar size or program dynamics.
<b>Response:</b>	
<b>2.111</b>	The bidder should detail its approach on development of new services. If a card program was to request enhancements, the bidder should detail the development process, resources, prioritization, and timeline for such a request. Describe the types of enhancements and the timelines related to those customer requested enhancements that have been completed related to the Contractor's systems in the last 24 months.
<b>Response:</b>	
<b>2.112</b>	The bidder should detail any card service pilot programs and/or unique features provided by the bidder that the card programs should consider.
<b>Response:</b>	
<b>2.113</b>	The Contractor shall be required to participate in education opportunities hosted by the State Treasurer's Office or any of the participating card programs for cardholders, State agencies, cities, counties and other political subdivisions. Describe how Contractor will participate in education opportunities.
<b>Response:</b>	

2.114	The bidder should detail training provided to Program Administrators, their designees, cardholders or system users as a part of the conversion/implementation process and program staffing changes.
<b>Response:</b>	
2.115	The bidder should detail how cardholder data is protected against a hacking or theft by internal staff. The bidder should detail the required security background checks completed on its staff viewing sensitive data. The bidder should disclose if enrollment data has ever been compromised either by a contractor or subcontractor data compromise, hacking or bidder internal employee theft/compromise.
<b>Response:</b>	
2.116	<p>The bidder must detail their security plan which includes its security program procedures for the prevention of and response to security breaches, and include a designated contact for security related issues. Bidder shall describe the process for reacting to fraudulent or questionable activity and security breaches including, but not limited to, the following:</p> <ol style="list-style-type: none"> <li>1. Immediately notifying Program Administrators and cardholders when their accounts are compromised;</li> <li>2. Assigning new account number to account that are compromised;</li> <li>3. Providing additional monitoring for accounts that are known to have been compromised; and</li> <li>4. Regardless of impact to the State and/or cardholders, Contractor shall immediately notify the State Treasurer's Office and Administrators of any security breach, hacking, or fraud incident that Contractor or subcontractor experiences. If said incident is cause by an employee of the Contractor or subcontractor they shall assume financial liability associated with this type of breach.</li> </ol>
<b>Response:</b>	
2.117	Describe how Contractor will communicate and provide regulatory support and updates to the card program.
<b>Response:</b>	
2.118	Bidder should detail how their entity handles system upgrades. The bidder should detail technical support during set up or upgrades.
<b>Response:</b>	
2.119	The bidder should provide a current client list including the number of cards issued and the annual card transaction volume for each program listed. If the bidder considers the client list proprietary information, the bidder should submit the information requested in this requirement in accordance with the instructions outlined in the RFP.
<b>Response:</b>	

<b>Quality Control</b>	
<b>2.120</b>	The bidder should detail the quality control measures taken and resources used to provide accurate and timely information to the participating card programs. Details shall cover customer service for cardholder inquiries and administrative inquiries, file sharing integrity, account changes, account set up, program systems, subcontractors, logging of issues, prioritizing issues, management involvement, mitigating repeat errors, ensuring follow-up, adequate awareness or education of client's requirements/needs, etc.
<b>Response:</b>	
<b>2.121</b>	The bidder should detail performance/service qualities that are measured. The bidder should detail how often these are measured and if these are shared with its clients.
<b>Response:</b>	
<b>2.122</b>	Bidder should detail their process to accurately manage changes as listed in 2.120 in a timely manner and to assure that requested changes are made on a timely basis and are accurate.
<b>Response:</b>	
<b>Perform Implementation</b>	
<b>2.123</b>	<p>Bidder should detail their implementation approach as a part of their RFP response. The details shall include at a minimum:</p> <ul style="list-style-type: none"> <li>a. The bidder should detail its approach to completing discovery (fact finding) of a new program prior to the start of the implementation phase.</li> <li>b. The bidder should detail how information will be communicated to the State program team during the implementation phase.</li> </ul>
<b>Response:</b>	
<b>2.124</b>	Bidder should provide a detailed implementation plan including at least the following: required start up documentation forms, a detailed implementation schedule with phases and milestones, individual tasks and critical tasks. The bidder should detail pilot program options available. Multiple state agencies will be a part of the implementation process.
<b>Response:</b>	
<b>2.125</b>	Describe the resources that the Contractor will provide during implementation, including training (in person, over the phone, user manuals, or web based), technical support, and on-site visits/State Agency implementation meetings.
<b>Response:</b>	

<b>2.126</b>	What process is in place to manage implementation issues?
<b>Response:</b>	
<b>2.127</b>	During the implementation phase, describe how you will communicate timely any concerns regarding meeting implementation timeframes.
<b>Response:</b>	
<b>Post Implementation</b>	
<b>2.128</b>	Describe the resources used for post implementation, including services requested/required in the RFP scope of work, technical support or on-site visits.
<b>Response:</b>	
<b>2.129</b>	Indicate if your organization provides a newsletter or email covering industry topics, rules and regulations updates and timing of the distribution or publication.
<b>Response:</b>	
<b>2.130</b>	Describe any on-going training that will be made available as upgrades or system changes occur.
<b>Response:</b>	

**Questionnaire A.3**  
**Request for Proposal Number 5791 Z1**

**Baseline Functional and Technical Requirements – State Accounting**

Agency Specific	
Department of Administrative Service – State Accounting	
<b>3.1</b>	<p>Can the bidder provide a card designed specially and exclusively for the State of Nebraska program? Each plastic card issued shall, at a minimum:</p> <ol style="list-style-type: none"> <li>1. Display on the face of the card, the name "State of Nebraska" and a logo selected by the State on the face of the card;</li> <li>2. Have embossed on the face of the card, the name of the cardholder to whom the card is issued;</li> <li>3. The name of the agency where the employee is employed; and</li> <li>4. Display on the back of the card, the Contractor's toll free "customer service" phone number.</li> </ol>
<p>Yes ____ No ____  <b>Response:</b></p>	
<b>3.2</b>	<p>The Purchasing card program require the cards issued must contain no reference to Automatic Teller Machine (ATM) machine usage, can the bidder comply?</p>
<p>Yes ____ No ____  <b>Response:</b></p>	
<b>3.3</b>	<p><b>Administrative Services - Accounting file process and file layout</b>            The bidder should review and indicate its ability to generate and provide a monthly file in the format specified in Attachment E. Files are to be generated after the cycle completion date. The bidder should detail the options available to the program to retrieve or receive files. The bidder should detail any required deviations from file layout specifications detailed in Attachment E. The bidder should detail any concerns regarding the requested file format.</p>
<p><b>Response:</b></p>	
<b>3.4</b>	<p>The card programs require files to be delivered on the same day of the month and in the format as listed in Attachment E. Can the bidder comply?</p>
<p>Yes ____ No ____  <b>Response:</b></p>	

**Questionnaire A.4**  
**Request for Proposal Number 5791 Z1**

**Baseline Functional & Technical Requirements**  
**Department of Transportation**

<b>Agency Specific</b>	
<b>Department of Transportation</b>	
<b>4.1</b>	<p>Can the bidder provide a card designed specially and exclusively for the State of Nebraska program? Each plastic card issued shall, at a minimum:</p> <ol style="list-style-type: none"> <li>1. Display on the face of the card, the name "State of Nebraska" and a logo selected by the State on the face of the card;</li> <li>2. Have embossed on the face of the card, the name of the cardholder to whom the card is issued;</li> <li>3. The name of the agency where the employee is employed; and</li> <li>4. Display on the back of the card, the Contractor's toll free "customer service" phone number.</li> </ol>
<p><b>Yes _____ No _____</b>  <b>Response:</b></p>	
<b>4.2</b>	<p>The Purchasing card program require the cards issued must contain no reference to Automatic Teller Machine (ATM) machine usage, can the bidder comply?</p>
<p><b>Yes _____ No _____</b>  <b>Response:</b></p>	
<b>4.3</b>	<p>The bidder should review and indicate its ability to generate and provide a weekly file in the format specified in Attachment F. The bidder should detail the options available to the program to retrieve or receive files. The bidder should detail any required deviations from file layout specifications detailed in Attachment F. The bidder should detail any concerns regarding the requested file format.</p>
<p><b>Response:</b></p>	
<b>4.4</b>	<p>The card programs require files to be delivered on consistent schedule and in a format as listed in Attachment F. Can the bidder comply?</p>
<p><b>Yes _____ No _____</b>  <b>Response:</b></p>	

**Questionnaire A.5  
Request for Proposal Number 5791 Z1**

**Baseline Functional and Technical Requirements  
University of Nebraska**

Agency Specific	
University of Nebraska	
<b>5.1</b>	<p>Can the bidder provide a card designed specially and exclusively for the University of Nebraska programs? Each plastic card issued shall, at a minimum:</p> <ol style="list-style-type: none"> <li>1. Display on the face of the card, the name "University of Nebraska" and a logo selected by the University of Nebraska on the face of the card. The University Group Travel Card Program shall have a different color card and the University may require an alternative logo be used on that card;</li> <li>2. Display on the face of the card, the phrase "For Official Use Only";</li> <li>3. Have embossed on the face of the card, the phrase "NE State Sales Tax Exempt";</li> <li>4 Have embossed on the face of the card, the name of the cardholder to whom the card is issued; and</li> <li>5. Display on the back of the card, the Contractor's toll free "customer service" phone number. The University of Nebraska program cards shall include the University Sales Tax Exempt number.</li> </ol>
<p>Yes ____ No ____ Response:</p>	
<b>5.2</b>	<p>The Purchasing card program require the cards issued must contain no reference to Automatic Teller Machine (ATM) machine usage, can the bidder comply?</p>
<p>Yes ____ No ____ Response:</p>	
<b>5.3</b>	<p>The card programs require the ability to obtain cards that have higher credit limits for disaster situations. Cards will be stored securely with limited access. The bidder should review Attachment D for spending limits. Can the bidder comply?</p>
<p>Yes ____ No ____ Response:</p>	
<b>5.4</b>	<p>The bidder should review the University's Preferred Vendor Card program limits listed in Attachment D and can the bidder meet those requirements?</p>
<p>Yes ____ No ____ Response:</p>	



**Questionnaire A.6  
Request for Proposal Number 5791 Z1**

**Baseline Functional and Technical Requirements  
Nebraska State Colleges**

Nebraska State Colleges	
Agency Specific	
<b>6.1</b>	State Colleges ~ Purchasing Card and Group Travel Card State College data shall be developed and transmitted in the same manner as University data. The bidder should review the required file formats for the State Colleges as listed for the University programs in Attachment G and indicate their ability to generate and provide daily files in the specified format. The State Colleges shall receive up to eight separate files daily, four separate Purchasing Card files and three Group Travel Card files. Files are by location (Wayne State College, Chadron State College, Peru State College and State College Central Administration). Files shall be transmitted to the University for processing, can the bidder comply?
<b>Yes ____ No ____</b> <b>Response:</b>	
<b>6.2</b>	Reporting shall be available to the programs and to the Program Administrator, Administrative Services – Accounting. Can the bidder comply?
<b>Yes ____ No ____</b> <b>Response:</b>	
<b>6.3</b>	Rebates will be sent to the State’s bank account, with rebate details to the Treasurer and the Program Administrator, Administrative Services – Accounting. Can the bidder comply?
<b>Yes ____ No ____</b> <b>Response:</b>	

**Questionnaire A.7**  
**Request for Proposal Number 5791 Z1**

**Baseline Functional and Technical Requirements**  
**University of Nebraska and Nebraska State Colleges**  
**Group Travel Card Program**

University of Nebraska and Nebraska State Colleges	
Group Travel Card Program	
<b>7.1</b>	The Contractor will provide a branded card to be used for cash advances, ATM withdrawals and the purchase of goods, services, or travel at locations nationally and internationally. The card must accommodate in-store, internet, fax, mail order, and over-the phone transactions. Can bidder comply?
<b>Yes ____ No ____</b> <b>Response:</b>	
<b>7.2</b>	Can the bidder only allow cash advances or ATM transactions for Group Travel programs?
<b>Yes ____ No ____</b> <b>Response:</b>	
<b>7.3</b>	The card program shall not incur any fees for cash advances or ATM transactions, including domestic or foreign, from the Contractor. Can the bidder comply?
<b>Yes ____ No ____</b> <b>Response:</b>	
<b>7.4</b>	The bidder should provide a comprehensive listing of available ATM networks associated with the Group Travel Cards.
<b>Response:</b>	
<b>7.5</b>	For the Group Travel Card Program, a PIN number would be required. Describe how the PIN number will be mailed securely and directly to the cardholder?
<b>Response:</b>	

7.6	Bidder shall detail all volume and spending limits placed on the cards for ATM transactions and cash advances. The bidder should specify if limits are daily, weekly, monthly or per transaction. The bidder should detail the process and timing to modify and enforce change limits.
<b>Response:</b>	
7.7	Certain card programs require cards issued for coach and team travel needs. Cards, used nationally and internationally, allow for food, travel, housing expenses, etc. Multiple purchases from the same merchants may be charged during the same time frame to accommodate the volume of travelers or the merchant's desire to accept payment. (i.e., individually or as a lump sum). The bidder should detail how they are able to accommodate these types of purchases.
<b>Response:</b>	
7.8	Certain card programs require cards to be issued for student group travel needs. Cards, used nationally and internationally, allow for food, travel, housing expenses, etc. Multiple purchases from the same merchants may be charged during the same time frame to accommodate the volume of travelers or the merchant's desire to accept payment. (i.e., individually or as a lump sum). The card program may also allow select cardholders the ability to complete ATM and cash advance transactions. The bidder should detail its ability to accommodate student group travel needs.
<b>Response:</b>	
7.9	The bidder should detail how the Contractor's fraud program be adjusted to accommodate the purchases detailed in Questions 7.7 and 7.8.
<b>Response:</b>	
7.10	The bidder should review the required file formats for the University of Nebraska program in Attachment G and indicated their ability to generate and provide daily files in the specified format. The University receives 8 separate files daily, 4 separate purchasing card files, 3 travel card files, and a Preferred Vendor Card Data File. Files are by campus (University of Nebraska Lincoln, University of Nebraska Omaha, University Medical Center and University of Nebraska Kearney). The bidder should detail the options available to the program to retrieve or receive files. The bidder should detail any required deviations from file layout specifications detailed in Attachment G. The bidder should detail any concerns regarding the requested file format.
<b>Response:</b>	
7.11	The University and Nebraska State College programs require files be generated each business day that data is available from the card issuer. The University requires the ability to retrieve the files and not have them sent to the University. The University strongly prefers to use FTP/Secure (FTP using SSL/TLS protocol) to transmit data, can the bidder comply?
<b>Yes _____ No _____</b> <b>Response:</b>	

**Questionnaire A.8  
Request for Proposal Number 5791 Z1**

**OPTIONAL Functional and Technical Requirements  
University of Nebraska**

<b>University of Nebraska</b>	
<b>OPTIONAL Contingent/Corporate Liability Travel Card Program</b>	
<b>8.1</b>	The bidder should detail its ability to provide Contingent/Corporate Liability Travel Cards to employees that travel. Bidder should detail its program parameters and cardholder enrollment process.
<b>Response:</b>	
<b>8.2</b>	The bidder should detail the MCC strategy tied to the cards.
<b>Response:</b>	
<b>8.3</b>	Are the cards issued for this program able to be used nationally?
Yes ____ No ____ <b>Response:</b>	
<b>8.4</b>	Are the cards issued for this program able to be used internationally?
Yes ____ No ____ <b>Response:</b>	
<b>OPTIONAL Virtual or ePayables Credit Card Program</b>	
<b>8.5</b>	Bidder should detail their ability to provide virtual or ePayables credit card program by which vendors can be paid for goods received and services rendered.
<b>Response:</b>	
<b>8.6</b>	The Contractor must provide the necessary software for administration of this program. The software must allow access to contact information for vendors, as well, as amounts outstanding, amounts paid, etc. Can the bidder comply?
Yes ____ No ____ <b>Response:</b>	

<b>8.7</b>	Bidder should indicate whether they provide a supplier portal to view activity across multiple customers.
<b>Response:</b>	
<b>8.8</b>	Contractor will provide all training necessary for this program. Explain the type of training the Program Administrators will receive, example: in person, webinars, etc.
<b>Response:</b>	
<b>8.9</b>	The bidder should detail the process for enrolling and setting up vendors in this program on behalf of the University.
<b>Response:</b>	