

5. SECTION B - SCOPE OF SERVICES:

5.1. Background

Montgomery County, Maryland is located adjacent to the nation's capital, Washington, D.C., and includes 497 square miles of land area. Bordering the County are Howard County to the northeast, Prince George's County to the southeast, Frederick County to the northwest, the District of Columbia to the south, and Virginia to the southwest. For more information regarding the County and its economy, please visit the County's website at www.montgomerycountymd.gov.

5.2. Intent

Montgomery County, Maryland (hereafter referred to as "the County"), is soliciting proposals from qualified Offerors for fleet payment solutions with related services to be provided to the County as specified in this Request or Proposal (RFP). The County's does not currently have a contract for fleet payment solutions with related services contract.

The County will award one contract for implementing fleet services to support the diverse electrified County owned fleet. These services must include the ability to provide an issued real (tangible) RFID fob and virtual (app based) format payment solutions. All cards must be supported by a web-based data management system and customer service teams, at a minimum.

The County's overall objectives for this RFP are to:

- a. Select a provider who offers efficient and effective fleet card services, and product solutions that will support the County's current and future electrified fleet.
- b. Choose an institution that employ advanced technology in its own processes and who will help the County apply that technology to improve its business processes.
- c. Establish optimal pricing for the services defined within this RFP.
- d. Select a provider who offers superior customer service, timely implementation support and responsive problem resolution.
- e. Select a provider who offers innovative products and services while adhering to the compliance standards in the safekeeping of County's assets.

5.3. Scope of Services/Specifications/Work Statement

- 5.3.1. To provide a novel payment solution including key fobs and apps to support payment to an external charging network including at a minimum, but not be limited to Blink, AmpUp, ChargePoint, Ev Connect, Evgo, and Flo to the County. This solution must be Payment Card Industry Compliant (PCI) and be supported by a web-based data management system with customer service teams. The offeror must be able to provide reporting on ev charges with the ability to integrate into traditional fueling activity, providing a view of fuel usage.

5.3.2. MANDATORY REQUIREMENTS AND REPORTING

- 5.3.2.1. The Offeror must sign the attestation on Attachment E - Pricing Requirements and Fee Schedule ("Fee Schedule") affirming they can meet the requirements listed therein.
- 5.3.2.2. Offeror must provide a relationship manager with at least three years of experience handling government fleet card accounts. The relationship manager will facilitate new product implementation and training, as necessary.

- 5.3.2.3. Offeror must provide electronic authorization, data capture and settlement services for all transactions.
- 5.3.2.4. Offeror must provide customer service during normal business hours as well as a software helpline.
- 5.3.2.5. Offeror must provide monitoring and a review process of failed transaction transmissions.
- 5.3.2.6. Offeror's fleet card system must identify and eliminate duplicate transactions.
- 5.3.2.7. Offeror must provide comprehensive reporting via an online product that will allow various users access to information reporting and transaction details that the user can customize.
- 5.3.2.8. The Offeror must provide protections that prevent and monitor for fraud and fraudulent activity. The Offeror must describe any automated fraud detection services for POS and online payments.
- 5.3.2.9. Offeror must provide technical services to implement workflows, business logic, customized reports, interfaces with fleet management software, etc. Pricing will be negotiated at time of purchase and will be incorporated into the contract by amendment.
- 5.3.2.10. Offeror's fleet card system must allow for the County to setup new accounts online, inclusive of ordering and registering fobs, establishing ID and password, etc. online.
- 5.3.2.11. Offeror's fleet card system must allow for the County to add, edit, or remove single or multiple Product Codes (PC) or Merchant Category Codes (MCC) from multiple card accounts at once.
- 5.3.2.12. Offeror's fleet card system must allow for the County to establish roles, access, and authority levels for all user types (i.e. managers, approvers, cardholders) within the Purchasing Entity.
- 5.3.2.13. Offeror's fleet card system must allow for the County to unlock system access, reset User ID and reset password for any User within the County.
- 5.3.2.14. Offeror's fleet card system must allow for the County to see changes made to a card profile and who made those changes.
- 5.3.2.15. Offeror's fleet card system must allow for the County to order and issue replacement fobs (singular or multiple simultaneously) online.
- 5.3.2.16. Offeror's fleet card system must allow for the County and Cardholders to access statements online.
- 5.3.2.17. Offeror's fleet card system must have the ability to roll-up billing to managing account level or bill at Department and Division level, as determined by the County.
- 5.3.2.18. Offeror's fleet card system must have the ability to integrate within the County's existing Fleet Information Management System.
- 5.3.2.19. Offeror's fleet card system must allow for Program Administrator to reset Driver PIN online and in real time and have the ability for the County to set/change PIN for each driver/vehicle.
- 5.3.2.20. Offeror's fleet card system must allow for the County to have the ability to access all usage under the umbrella account and pull reports for all transactions made.
- 5.3.2.21. Offeror's fleet card system must allow for the County to simultaneously activate, deactivate, suspend, and terminate cards online.
- 5.3.2.22. Offeror's fleet card system must allow for the County to update all cardholder information online, unless barred by Federal Regulation.
- 5.3.2.23. Offeror's fleet card system must be able to route transactions through approval/workflow path as established by the County.
- 5.3.2.24. Offeror's fleet card system must allow for the County to add, edit, or remove security features (temporarily or permanently) in real time at the card account level.

- 5.3.2.25. Offeror's fleet card system must allow for the County and/or Cardholder to mark transactions sent for payment.
- 5.3.2.26. Offeror's fleet card system must be able to send notifications of pending approval(s) based on established approval path.
- 5.3.2.27. Offeror's fleet card system must allow for Users, with multiple roles within a Department or Division, (i.e., Cardholder & Program Administrator) to opt to have one login to be able to access all aspects of their accounts (dual role).
- 5.3.2.28. Offeror's fleet card system must capture and display transaction data at the following minimum levels; cardholder, approving official, County Department or Division, Contract Administrator.
- 5.3.2.29. Offeror's fleet card system must post transactions within twenty-four (24) hours of receipt from charging station.
- 5.3.2.30. Offeror's fleet card system must have the ability to provide the County with at least a thirty-six (36) month access to past transaction detail data in real time.
- 5.3.2.31. NOTICES, FILES, and REPORTING:
 - A. NOTICES:
 - 1) Offeror must describe Service Level Agreement (SLA) for notifications regarding scheduled and unscheduled outages.
 - 2) Offeror must describe process for advance notifications regarding upcoming system or application configuration changes that require changes to County systems or processes.
 - B. FILES:
 - 1) During normal business hours (Monday – Friday / 8:00 AM – 5:00 PM Eastern Standard Time), the Offeror must provide reconciliation files that can either be downloaded or obtained via an Application Programming Interface (API) that can integrate with the County's financial system.
 - 2) During normal business hours (Monday – Friday / 8:00 AM – 5:00 PM Eastern Standard Time), the Offeror must provide interface integration with the County's financial management system.
 - C. REPORTING:
 - 1) Robust reporting must include dashboards and velocity reports.
 - 2) Must include interchange optimization.
 - 3) Must include an Annual Report that includes a summary of charging activity broken down by Department/Division and charger manufacturer. Offeror must provide a sample of this report as part of their Proposal.
 - 4) Must provide monthly summary of current month-to-month statistical information detailing the quantity of transactions, average driver usage and annual dollar amount processed.
 - 5) Daily activity must be available online and accessible by an administrator that can access all reports and by various users who only have access to their department reports.
 - 6) Must provide the ability to deliver reports via email.
- 5.3.2.32. Must have ability to provide a single flat rate for individual drivers.
- 5.3.2.33. Offeror must provide support service for device or app malfunctions and swap out non-functioning devices within one business day.
- 5.3.2.34. What other items or services not listed here can you offer for electric vehicle charging fleet cards?

5.4. CONTRACTOR'S QUALIFICATIONS

Every offeror submitting a proposal in response to this solicitation for fleet payment solutions and related services must comply with the following mandatory requirements. Failure to maintain

compliance with any of these requirements during the term of the Contract will be an event of default which will permit the County to terminate the Contract for cause.

- a. The Offeror must be eligible to do business in the State of Maryland.
- b. The Offeror must not be in conservatorship, receivership, or in the possession of a regulatory agency.
- c. Assignment of Contract - It is mutually understood and agreed upon that the Offeror must not, subsequent to the Contract award, assign, transfer, convey, sublet or otherwise dispose of its Contract or its right, title or interest therein, or its power to execute such Contract, to any other person, firm or corporation, without the previous written consent of the County, and in no case shall such consent relieve the Offeror from its obligations, or change the terms of the Contract.

5.5. TECHNOLOGY REQUIREMENTS

5.5.1. MANDATORY TECHNOLOGY REQUIREMENTS

5.5.1.1. DATA FORMATS

For purposes of information exchange, Offeror, must identify, in their proposal, their preferred data formats. The County has a preference for adopting non-proprietary formats associated with standards commonly used in the Merchant Card, Banking and Finance industries. The County maintains discretion of adopting or adapting to formats suggested by the Offeror.

5.5.1.2. DATA TRANSMISSION

Offeror must identify, in their proposal, data transmission techniques and protocols used to transfer information securely between (i.e. 2-way) their Information Systems and the County's. The System Security procedures and practices, which protect the data during and after the transmission, must be submitted with the Offeror's proposal for evaluation. All standards and regulations followed by the Offeror for compliance must be listed.

Details such as supported transmission protocols, transmission rates, access and availability must be provided with sufficient technical details for evaluating compatibility and capability. This includes standards followed to protect the content during transmissions such as authentication, encryption, audit, non-repudiation, and immutability. Describe controls to prevent file loss, duplicate transmissions, and acceptance of duplicate returns and whether these controls differ by type of application.

Process automation is important to the County. Offeror must identify and list the work process that will be initiated upon receipt of data transmissions from the County.

5.5.1.3. SYSTEMS AND DATA

- A. Offeror must identify and list, in its proposal, Offeror's ability and process for acknowledgement of the transmission of data from the County; method for processing the contents of the transmission; and method and ability to communicate status updates and/or handle exceptions and errors.
- B. Offeror must identify and list, in its proposal, the operational aspects of its data handling. This list must include the methodology for the transmittal to the County, notification immediately upon the occurrence of systems and application errors/exceptions, or updates on progress/status. The timeliness of the notification with proposed methodology for identifying severity must be

listed.

- C. Offeror must describe its ability to provide a development environment to test new interfaces before publishing to production environments.

5.5.1.4. INDUSTRY STANDARDS AND BEST-PRACTICES ADOPTED

In its proposal, the Offeror must identify and list the best-practices Offeror uses to comply with Merchant Cards, Banking and Finance industry regulations. The Offeror must specify all applicable regulations that it complies with and those regulations for which it is not in compliance.

The Offeror must, with the proposal, submit a sample Service Level Agreement (SLA) executed with a customer of similar size and complexity to the County.

The Offeror must provide a detailed explanation of the life cycle of the data, including aging, security measures used to protect the data short/long term, in transit and at rest, and the process and procedures used when purging that data. These processes are auditable by the County. The Offeror must describe system security in general, indicating any procedures that are required for specific transactions.

The Offeror must provide a detailed description of a mechanism to perform an annual review of compliance with the latest regulations, accepted best-practices and most recent standards in the Merchant Cards, Banking and Finance industry.

5.5.1.5. ONLINE ADMINISTRATIVE WEB INTERFACE BETWEEN THE COUNTY AND THE OFFEROR'S SYSTEMS

A. AVAILABILITY

Browser interfaces must be available 24/7 unless otherwise stated. Any time dependent restrictions on functionality should be clearly stated. Offeror must propose Service Level Agreements (SLA) for browser-based applications, which cover all aspects of the site including, but not limited to, downtime, response time, and help desk and support availability and resolution.

B. ADMINISTRATION

Offeror must describe, in its proposal, administrative activities governing access and use of browser-based applications and interfaces. Offeror must include procedures for obtaining access, creating roles and assigning permissions, along with a technical explanation of authentication processes.

C. AUDIT TRAIL

Offeror must describe auditing procedures associated with browser interfaces including logging and retention policies. Offeror must also include any features, methods or capabilities available for historical research and documentation.

D. HELP DESK

Offeror must describe help desk environment including assignment of case numbers, hours of operation, location of facilities, call volumes for selected periods of time, capacity for servicing requests, average wait time per call, escalation procedures, qualifications of support staff by levels of support and a short description of the IVR (Interactive Voice Response) component of the help desk.

E. MONTGOMERY COUNTY INFORMATION TECHNOLOGY ARCHITECTURE AND SECURITY

For information about technology supported in the County's IT enterprise, please refer to the County's Technical Architecture document online at: <https://www.montgomerycountymd.gov/TEBS/resources/files/technicalarchitecture.pdf>

5.5.2. DESIRABLE TECHNOLOGY REQUIREMENTS

- 5.5.2.1. Offeror should describe its ability, if any, to integrate with the County's Single Sign On system (using internal SSO redirection, Open Source SAML, OAUTH, or Microsoft ADFS), as described in the County's Technical Architecture document online at: <https://www.montgomerycountymd.gov/TEBS/resources/files/technicalarchitecture.pdf>
- 5.5.2.2. Offer may describe any security measures in addition to the items specifically mentioned in this section.

5.6. CONFIDENTIALITY AND PROPRIETARY INFORMATION

Offeror must specifically identify those portions of their proposals, if any, which they deem to contain confidential, proprietary information or trade secrets and must provide justification why such material should not, upon request, be disclosed by the County in accordance with the Maryland Public Information Act. Offeror must clearly indicate each and every page containing information that is deemed to be confidential/proprietary or a trade secret (it is *NOT* sufficient to preface your proposal with a proprietary statement).

5.7. CONTRACTOR'S RESPONSIBILITIES

5.7.1. RESPONSIBILITIES OF THE OFFEROR

The Offeror is responsible for the professional quality and technical accuracy of their advice and other services furnished by them. The Offeror must perform services with the degree of skill, which is normally exercised by recognized professionals with respect to services of a similar nature.

Neither the County's review, approval or acceptance of, nor payment for, any of the services required under the Contract shall be construed to operate as a waiver of any rights under the Contract or of any cause of action arising out of the performance of this Contract, and the Offeror shall be and remain liable to the County in accordance with applicable law for all damages to the County caused by the Offeror's negligent performance of any of the services furnished under the Contract.

The rights of the County provided for under the Contract are in addition to any rights and remedies provided by law.

5.7.2. QUANTITIES AND PRICING

Unless stated otherwise, the County is not obligated during the Contract period to purchase all of its requirements of the services specified under Scope of Services from the Offeror but the Offeror is obligated to supply the services which the County requires for its operation. The estimated dollar values, volumes and/or quantities stated herein are provided as guidance for the preparation of the proposal but are not guaranteed amounts. The quantities represent the County's best estimates.

5.7.3. TRANSITION

The Offeror must agree to work with County staff and the County's current service providers to transition the County's business. If the County awards its business to a different service provider at some future date, the Offeror agrees to work with County staff and the County's selected service providers to transition the County's business. The Offeror must discuss the time period required to transition the County's business to and away from the Offeror and provide a detailed implementation plan for each service the Offeror proposes to provide. In addition, if the County migrates to a new financial management system the Offeror will be required to assist with migrating interfaces from the current system to the new one and provide a detailed implementation plan.

6. SECTION C - PERFORMANCE PERIOD6.1. TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement under the Contract begins on the Contract's effective date upon the County's issuance of a Notice to Proceed and ends after a two (2) year period. The Contractor must also perform all work in accordance with time periods stated in the Scope of Work. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term. Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term three (3) time(s) for up to one (1) year each.

6.2. PRICE ADJUSTMENTS

Please refer to Section F Compensation for information on Price Adjustments.

7. SECTION D - METHOD OF AWARD/EVALUATION CRITERIA7.1. PROCEDURES

- 7.1.1. Proposals will be evaluated per Section D.7.2.a, Written Evaluation Criteria.
- 7.1.2. Vendor interviews will be conducted with each Offeror that achieves at least a score of 250 points based on the QSC's score for each written proposal. The interview/demonstration criteria that will then be utilized are listed below under Section D.7.2.b. The QSC will also review an Offeror for responsibility.
- 7.1.3. The QSC will make its award recommendation of the highest ranked Offeror(s) based on the QSC's combined written and interview/demonstration score and its responsibility determination until the County's needs are met.
- 7.1.4. The Using Department Head will review and forward the QSC recommendation with concurrence, objection, or amendment to the Director, Office of Procurement.
- 7.1.5. The Director, Office of Procurement, may approve, approve with conditions, or reject the Using Department Head's recommendation.
- 7.1.6. Upon approval of a recommended award to a proposed awardee(s), by the Director, Office of Procurement, the County will enter into negotiations with the proposed awardee(s). If a contract cannot be successfully negotiated with the proposed awardee(s), the Using Department will proceed to negotiations with the next highest ranked offeror after obtaining approval from the Director. If the Director approves, negotiations may be held simultaneously or successively with one or more offerors prior to making an award.
- 7.1.7. After the successful conclusion of negotiations, the Director will publicly post the name(s) of the proposed awardee(s).
- 7.1.8. The County reserves the right to cancel the solicitation. The solicitation cancellation will be publicly posted.