

REQUEST FOR PROPOSAL (RFP)
Purchasing Card Program Administration
Issued by: Baldwin County Commission

I. INTRODUCTION AND BACKGROUND

Baldwin County, Alabama’s largest county by land area, is governed by the Baldwin County Commission (BCC), a policy-making board committed to transparency, efficiency, and service excellence. The County seeks to modernize its procurement processes through a robust Purchasing Card (P-Card) Program that enhances operational efficiency while maintaining strict compliance with applicable laws and audit standards.

The BCC invites proposals from qualified financial institutions or card providers to administer a secure, customizable, and audit-ready Purchasing Card Program. The selected provider will support card issuance, transaction controls, reporting, and integration with the County’s reconciliation systems. The County currently utilizes Tyler Munis as its enterprise resource planning (ERP) system, and all proposed solutions must demonstrate compatibility with Munis-based reconciliation and reporting processes.

II. PROGRAM OBJECTIVES

1. **Operational Efficiency:** Streamline procurement for approved goods and services.
2. **Compliance & Controls:** Enforce MCC-based restrictions and statutory alignment.
3. **Audit Readiness:** Support documentation, retention, and reconciliation protocols.
4. **Security & Risk Mitigation:** Provide fraud detection, dispute resolution, and emergency protocols.
5. **Staff Empowerment:** Offer training and support for cardholders and administrators.

III. SCOPE OF WORK

Proposals should address the following:

1. Card issuance with customizable MCC profiles and spending limits.
2. Secure online platform for card management, reporting, and reconciliation.
3. Integration with Baldwin County’s financial systems, including Tyler Munis. While the County does not utilize a standalone expense module, the proposed solution must support purchasing card reconciliation, reimbursement documentation, and audit-ready reporting workflows

4. Emergency card activation and temporary MCC adjustments.
5. Fraud prevention, lost/stolen card protocols, and dispute resolution.
6. Training resources and responsive customer support.

IV. PROPOSAL REQUIREMENTS

Proposals must include:

1. **Program Overview:** Description of card platform, MCC configuration, reporting tools, and integration capabilities with Tyler Munis.
2. **Security & Compliance:** Protocols for fraud prevention, legal adherence, and audit support. Include notification capabilities for transaction issues or rejections, such as MCC-based declines, international transaction attempts, Suspicious activity or fraud alerts, Notification delivery methods (e.g., email, SMS, app-based alerts), Customizable alert thresholds or escalation protocols, etc.
3. **Implementation Plan:** Timeline, onboarding process, and staff training approach.
4. **Experience & Qualifications:** Evidence of administering public sector P-Card programs.
5. **Fee Structure:** Detailed breakdown of costs, rebates, and incentives.
6. **References:** At least three public sector clients with contact information.
7. **Sample Materials:** Cardholder agreement, training guides, and reporting templates.

V. EVALUATION CRITERIA

Proposals will be evaluated using the following criteria:

- Compliance with Scope & Policy
- MCC Controls & System Integration
- Experience with Public Sector Clients
- Training and Support
- References and Reputation
- Cost and Incentives

VI. REPORTING & COMMUNICATION

Proposers must submit a comprehensive reporting plan that includes:

1. Monthly transaction summaries and exception reports.
2. Quarterly program performance reviews.
3. Annual audit support documentation.
4. Sample reporting templates to demonstrate transparency and usability.

VII. TIMELINE

Milestone	Date
RFP Issuance Date	August 29, 2025
Questions Due	September 5, 2025
Responses to Questions Posted	September 9, 2025
Proposal Submission Deadline	September 19, 2025
Evaluation Period and Possible Demos	September 22 to October 17, 2025
Selection Notification	Week of October 20, 2025
Program Launch (Target)	October 27, 2025

VIII. SUBMISSION PROCESS

Proposals must be submitted via email as a single PDF document, not exceeding 30 pages (excluding appendices), to:

Tara Hazelbaker, Director of Finance

Email: Tara.Hazelbaker@baldwincountyal.gov

Subject Line: "RFP PCARD – Purchasing Card Program Proposal"

Receipt of proposals will be acknowledged within 2 business days.

IX. INQUIRIES

All questions must be submitted via email to Tara Hazelbaker, Director of Finance, at **Tara.Hazelbaker@BaldwinCountyAL.gov** by **September 5, 2025**.

Responses will be returned via mass email to all responders and posted publicly on the County's procurement website to ensure equal access to information.

***** END RFP*****

**Baldwin County Commission
Proposal Submission Template
For Purchasing Card Program Administration**

1. Cover Page

- **Title:** Proposal for Purchasing Card Program Administration
- **Submitted by:** [Proposer's Name / Company Name]
- **Contact Information:** [Address, Phone, Email]
- **Date of Submission:** [Insert Date]

2. Executive Summary

Briefly outline the proposed solution, including card platform features, MCC controls, and alignment with Baldwin County's operational and compliance goals.

3. Program Overview

Provide a detailed description of the proposed P-Card program, including:

- Card issuance process and customization options
- MCC restriction capabilities
- Spending limit configurations
- Online management and reporting tools

Integration with Baldwin County's reconciliation systems, including Tyler Munis

4. Security, Compliance & Risk Mitigation

Describe:

- Fraud detection and prevention protocols, including notification capabilities
- Lost/stolen card procedures
- Dispute resolution process
- Compliance with Alabama Code §§ 11-3-61 and 11-3-62, Title 41, and Title 36
- Audit support and documentation retention practices

5. Implementation Plan

Include:

- Timeline for onboarding and rollout
- Staff training and support resources
- Emergency activation and MCC override procedures
- Transition plan from any existing card programs

6. Experience & Qualifications

Provide:

- Company background and relevant experience
- Certifications or credentials
- Case studies or success stories from public sector clients
- References (minimum of three), including contact details

7. Fee Structure & Incentives

Present a clear breakdown of:

- Card issuance and maintenance fees
- Transaction or platform fees
- Available rebates or incentives
- Any optional service costs

8. Reporting & Communication

Outline your reporting approach, including:

- Monthly and quarterly summaries
- Exception reporting and compliance tracking
- Sample templates for transparency and usability
- Communication protocols with County staff

9. Appendices (Optional)

Attach supporting materials such as:

- Sample cardholder agreements
- Training guides or onboarding materials
- System screenshots or platform demos
- Security certifications or audit reports

10. Certification & Signature

Include a signed statement certifying:

- Proposal accuracy and completeness
- Compliance with applicable laws and County policies
- Authority of the signer to bind the proposer

Authorized Representative Signature: _____

Printed Name: _____

Title: _____

Date: _____

Note: Proposals are due by September 19, 2025, and must be submitted via email as a single PDF document, not exceeding 30 pages (excluding appendices).

Questions should be submitted via email only to Tara.Hazelbaker@BaldwinCountyAL.gov by September 5, 2025. All questions will be responded to via mass email to all responders and posted publicly on the County's procurement website to ensure equal access to information.