BOARD OF SUPERVISORS AGENDA ITEM REPORT
CONTRACTS / AWARDS / GRANTS

⊙ Award ○ Contract ○ Grant

* = Mandatory, information must be provided

or Procurement Director Award ☐

*Contractor/Vendor Name (DBA):
Bank of America, N.A. (Headquarters: Norfolk, VA)

*Project Title/Description:
Purchasing Card Program Services

*Purpose:
Amendment of Award: Master Agreement No. MA-PO-17-303. This revision exercises the option to activate Virtual Payables and increases the estimated annual revenue amount by $645,360.00 for approximately three years of the service. The total revenue is estimated to be $2,239,800.00 through January 31, 2021. Administering Departments: Procurement and Finance.

*Procurement Method:
Pursuant to Pima County Procurement Code 11.24.010, Cooperative Procurement Authorized, the Procurement Director approved an award of contract for an initial term of four years and seven months in an estimated annual revenue amount of $75,930.00 with five (5) one-year renewal options.

The original contract was for the County's PCard Program with language to allow an expansion of the scope to add Virtual Payables at a later date with County's approval.

PRCUID: 255749
Attachment: Master Agreement.

*Program Goals/Predicted Outcomes:
Efficiency of payment processing, cost reduction and revenue generating Agreement.

*Public Benefit:
Payments will be processed timely. Cost reduction as it costs less to make payments through the Purchasing Card than it does processing checks.

*Metrics Available to Measure Performance:
Performance is measure by the expectations set forth in the Agreement.

*Retroactive:
No.

Revised 2017

Contract / Award Information

Document Type: _____ Department Code: _____ Contract Number (i.e.,15-123): _____

Effective Date: _____ Termination Date: _____ Prior Contract Number (Synergen/CMS): _____

☐ **Expense Amount: $*** _____ ☐ Revenue Amount: $ _____

***Funding Source(s) required:** _____

Funding from General Fund?   ○ Yes ◉ No   If Yes $ _____   % _____

Contract is fully or partially funded with Federal Funds?   ☐ Yes ☐ No

***Is the Contract to a vendor or subrecipient?** _____

Were insurance or indemnity clauses modified?   ☐ Yes ☐ No

If Yes, attach Risk's approval

Vendor is using a Social Security Number?   ☐ Yes ☐ No

If Yes, attach the required form per Administrative Procedure 22-73.

Amendment / Revised Award Information

Document Type: MA _____ Department Code: PO _____ Contract Number (i.e.,15-123): 17-303

Amendment No.: N/A _____ AMS Version No.:   3 _____

Effective Date: 11/7/17 _____ New Termination Date: _____

Prior Contract No. (Synergen/CMS): _____

○ Expense or ◉ Revenue   ◉ Increase ○ Decrease   Amount This Amendment: $ $2,163,870.00

Is there revenue included?   ◉ Yes ○ No   If Yes $ 2,163,870.00

***Funding Source(s) required:** Revenue

Funding from General Fund?   ○ Yes ◉ No   If Yes $ _____   % _____

Grant Information (for grants acceptance and awards)

Document Type: _____ Department Code: _____ Contract Number (i.e.,15-123): _____

Effective Date: _____ Termination Date: _____ Prior Contract Number (Synergen/CMS): _____

☐ Match Amount: $ _____ ☐ Revenue Amount: $ _____

***Funding Source(s) required:**

***Match funding from General Fund?**   ○ Yes ○ No   If Yes $ _____   % _____

***Match funding from other sources?**   ○ Yes ○ No   If Yes $ _____

*Funding Source: _____

***If Federal funds are received, is funding coming directly from the
Federal government or passed through other organization(s)?** _____

Contact: Jennifer Moore, Commodity/Contracts Officer

Department: Procurement _____ 10/19/17   Telephone: 724-8164

Department Director Signature/Date: _____ 10/19/17

Deputy County Administrator Signature/Date: _____ 10-19-17

County Administrator Signature/Date: _____ 10-20-17
(Required for Board Agenda/Addendum Items)

MASTER AGREEMENT

PIMA COUNTY, ARIZONA

PIMA COUNTY

THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES CONTRACT EXECUTION

Master Agreement No: 17000000000000000303   **MA Version:** 3   **Page:** 1 of 2

Description: Purchasing Card Program Services

I S S U E R		T E R M S	
Pima County Procurement Department		**Initiation Date:** 11-07-2017	
130 W. Congress St. 3rd Fl		**Expiration Date:** 01-31-2021	
Tucson AZ 85701			
Issued By: JENNIFER MOORE		**NTE Amount:** $1.00	
Phone: 5207248164		**Used Amount:** $0.00	
Email: jennifer.moore@pima.gov			

V E N D O R			
BANK OF AMERICA N A		**Contact:**	DAWN HADDOCK
201 EAST WASHINGTON STREET		**Phone:**	602-523-4113
PHOENIX AZ 85004-2428		**Email:**	dawn.e.haddock@baml.com
		Terms:	0.00 %
		Days:	30

Shipping Method:

Delivery Type:

FOB:

Modification Reason

This revision exercises the option to activate Virtual Payables and increases the estimated annual revenue amount by $645,360.00. Attachment: Sample Virtual Card Project Plan.
Contact Person for Virtual Payables is Mary Komadina.

This Master Agreement incorporates the attached documents, and by reference all instructions, Standard Terms and Conditions, Special Terms and Conditions, and requirements that are included in or referenced by the soliciation documents used to establish this agreement. All transactions and conduct are required to conform to these documents.

MASTER AGREEMENT DETAILS

PIMA COUNTY

Line	Description		
1	**Purchasing Card (PCard) Services** **Service Contract Amt (Not-To-Exceed)** 0.00	**Service From**	**Service To**
2	**Virtual Payables Services** **Service Contract Amt (Not-To-Exceed)** 0.00	**Service From**	**Service To**

TASK	Responsible Party	Target End Date	Completion Date (Enter '---' in headers)	Comments (Alt + Enter to add new comment within cell; Month/Day - Comment is format)
Kick-Off Meeting				**(Allot 1 hour for high-level discussion)**
Conduct Kick-Off call to discuss ePayables: Overview and Workflow and High Level Vendor Enrollment Process	All	10/1/17	10/1/17	
Verify how Vendors are set up in AP System	BOA	10/8/17	10/8/17	Confirmed each vendor has a unique ID; (Note, some vendors are being paying using several payment methods by different departments, i.e., Police dept may pay Supplier ABC by check, and Fire dept pays the same supplier by EFT)
Confirm Vendor File is Recent	BOA	10/1/17	10/10/17	Best practice is to work with files no older than 6 months
Review ePay File/Parser Specifications	All	10/1/17	10/1/17	Team will be passing NACHA formatted file
Determine if any reconciliation file is needed	All	10/8/17	10/29/17	No reconcialition file will be uploaded back into Pima County
Determine Re-Occurring Day/Time for Weekly Call	All	9/8/17	9/13/17	Update the Contact List of participants
Identify person who will be on point for Vendor Enrollment Tracker	All	9/8/17	9/13/17	
Master Account Setup				**(4 Business days after submission)**
Confirm Signed Contract on file	BOA	9/8/17	9/8/17	We cannot create cards or request billing account(s) until we have a signed contract.
Confirm standard Disclosure Group to be used	BOA	9/8/17	9/8/17	If non-standard, client team needs to submit exception form to Product and provide IM with approval email and custom disclosure group name.
Review Billing Account Questionnaire	All	10/15/17	10/15/17	Silvia will provide contact information for Penny
Submit Billing Account Request	BOA	10/16/17	10/16/17	Allow 2 business days to complete.
Submit Billing Account for Quality Check	BOA	10/17/17	10/17/17	Allow 2 business days to complete.
Determine Payment Method	All	10/15/17	10/15/17	- ACH Credit (Need to be able to store and pass full 16 digit corporate account number); need to complete penny test
ENTER PAYMENT OPTION AND ACTION HERE (e.g. ACH Debit - Confirm Filter Applied)	BOA	10/15/17	10/15/17	
Technical Interface				**(Time Varies by Request Type)**
Determine transmission method	[IT PERSON] / BOA	10/8/17	10/14/17	SFTP, public IP address will be needed to create account; and keys will be exchanged to avoid entering password
Determine encryption requirements, if applicable and any other items needed to support transmission method	[IT PERSON] / BOA	10/8/17	10/14/17	
Provide Pima County public IP addresses	IT Person	10/17/17	10/14/17	
Submit request for logon credentials	BOA	10/20/17	10/23/17	

Sample Virtual Card Project Plan

TASK	Responsible Party	Target End Date	Completion Date (Enter '--- in headers)	Comments (Alt + Enter to add new comment within cell; Month/Day - Comment is format)
Provide logon credentials	BOA	10/28/17	10/29/17	Provided neil SFTP credentials, submitted request to schedule fingerprint validation key. Note: We cannot send via email. Must be verbally communicated.
Provide any other documents necessary	BOA	10/28/17	10/29/17	
File naming convention must begin with Works Instance #	BOA/[IT PERSON]	10/28/17	10/23/17	File Name must begin with 101010345
File Testing				
Provide successful test file	Pima County	10/17/17	10/16/17	provided mock-up version of a delimited text file. Will follow-up to determine when eta willReceived test nacha file, will begin developing test site. Created test site for NACHA formatted file, received error based on current formatted file.
Test file via transmission method	Pima County	10/31/17	11/3/17	011/03 - Received first test file, manual manipulaton was needed prior to successful upload. 011/05 - Updated test payment file shoud be received by 011/14
Complete end to end test	Pima County	12/22/17	12/22/17	To be considered successful, there should be no manual intervention and the file name should begin with the Works instance #.
3rd Party Configuration Options			**(Time Varies by Request Type)**	
Setup for Payment Center	BOA	10/16/17	10/16/17	Provides online electronic statements (settings obtained from questionnaire answers). Requires login/set-up on another system. Paper statements are an exception.
Prototype Configuration			**(https://demo.works.com/works)**	
Send out meeting invite for Demo	BOA	N/A	N/A	Demo review will be held during weekly status call
Create virtual card demo site	BOA	12/12/17	12/5/17	*Contingent on receiving first payment test file,*
Review Prototype to determine if any changes were needed	Team	12/17/17	12/17/17	
Approve Prototype	Pima County	12/17/17	12/17/17	
Review and approve remittance advice	Pima County	12/30/17		
Educate on Transaction Processing (automatic and manual matching as well as Exact Auth/Many to One)	BOA	12/17/17	12/17/17	
Discuss All or None or All Valid option	BOA	12/10/17	12/10/17	Matt will confirm, Advantage can handle single rejects from the payment file if "All Valid" option is used
Assign Roles and Responsibilities			**(See Roles and Responsibilities tab)**	
Assign Users to specified Roles	Pima County	12/24/17	12/31/17	See Roles and Responsibilities tab for detailed definition of each. Need to fill out.
Vendor Enrollment (Varies by # of Vendors)				

Sample Virtual Card Project Plan

TASK	Responsible Party	Target End Date	Completion Date (Enter '--- in headers)	Comments (Alt + Enter to add new comment within cell; Month/Day - Comment is format)
Review Vendor Enrollment Guide, WorksMATCH and provide Email with required action items with client	Pam S	10/8/17	10/8/17	Reviewed vendor enrollment guides; vendor tracker will be reviewed on 10/22 status call.
Determine if Pre-Letters will be Mailed	Pima County	10/15/17	10/15/17	Sent by client. Helps endorse the program and makes the vendor enrollment call less of a "cold call"
Determine if Email Campaign will be Conducted	Pima County	10/15/17	N/A	
Provide Contact Details for Vendors	Pima County	11/7/17	11/7/17	Received first phase ("R" vendors), tam will continue working on tracker.
Approve Calling Script	Pima County	10/29/17	10/31/17	Silvia advised no changes required to standard calling script; Flor will review and confirm approval, 010/31 - Flor sent an email to aprove the calling script.
Provide Signature for Confirmation Email	Pima County	10/29/17	~	Contact for confirmation email:
Identify who would like to be copied on the Confirmation email	BOA	10/29/17	10/16/17	
Provide Team with go ahead to mail Pre-Letters (if applicable)	BOA	12/11/17	12/11/17	Check inserts being sent
Finalize Vendor Call List removing any vendor(s) you do not want Vendor Enrollment to contact	Pima County	12/24/17	12/29/17	Examples include: Sensitive Vendors, those that you receive a Cash Discount, etc.
Complete Vendor Enrollment Submission Form	BOA	1/12/17	1/15/17	
Submit Vendor List to Calling Queue	BOA	1/12/17	1/15/17	Usually takes 5-7 business days for a calling specialist to be assigned. While a primary name will be provided other Vendor Enrollment Specialists may also make calls (e.g. primary caller is out). Contingent file testing.
Begin Vendor Enrollment	VE Team	1/19/17	1/22/17	Vendor Enrollment manager awaiting follow-up on vendors with no phone numbers
Provide Vendor Enrollment Results and Client Action Required items	BOA	1/27/17	7/5/17	While copies of Confirmation Emails could be received by client as vendors enroll, a summary of results will be reviewed on each weekly call.
STLCC Specific Tasks				
Confirm new Payment Type is set up in ERP Production environment	Pima County	7/12/17		
Determine cycle reconciliation process (e.g. Create Asset/Liability Account)	Pima County	TBD		
Ensure all departments are aware of ePayables initiative should they be contacted by vendor directly	Pima County	7/12/17		
Training				

Sample Virtual Card Project Plan

TASK	Responsible Party	Target End Date	Completion Date (Enter '--- in headers)	Comments (Alt + Enter to add new comment within cell; Month/Day - Comment is format)
Review Online Documentation link	Team	12/17/17	12/17/17	Online documentation is available in the footer of the Works application or by clicking on the Question-mark located in the top right corner. Please look at those specific to ePay, Reporting or Functionality as some are specific to other card program types and may not apply.
Review online training sessions available for Program Administrators, Accountants	Pima County	12/17/17	12/17/17	Links can be found in footer of Works application.
Provide email address of PA requesting additional training needs	BOA	12/17/17	N/A	While some sessions are online only, others can be with a Client Ed trainer. If interested, IM will complete form and submit to Training mailbox. A Trainer will reach out to contact provided a schedule session.
Production Configuration				**(https://payment2.works.com/works)**
Attach Billing Account to Works Instance	BOA	1/19/18	1/19/18	
Enable 16 digit and expiration date for PA reporting	BOA	1/19/18	1/19/18	Note: Account numbers only available to the PA in Excel or Delimited format.
Add PA's and ePay User	BOA	1/19/18	1/19/18	
Move Report Templates to Production	BOA	1/19/18	1/19/18	For example, report built in demo.
Configure File Based ACI Page in Works	BOA	1/19/18	1/19/18	
Set "duplicateName" to proper setting	BOA	1/19/18	1/19/18	Should be set to ERROR if virtual checks numbers will never repeat.
Bind Remittance Advice templates to instance	BOA	1/19/18	1/19/18	
Turn on Manual Approval Process	BOA	1/19/18	1/19/18	IM should have Group Approver role to verify information passed in first production file is valid before releasing payment to vendor(s). Once confirmed, this can be turned off.
Turn on Expiration Date Notification	BOA	1/19/18	1/19/18	We have ability to notify vendors when their cards are about to expire. Note, best practice is to not turn on for PA's
Turn on Reminder Notices	BOA	1/19/18	1/19/18	Email Policy and Spend profile setting. We can send two reminders that will systemically remind vendors that they have funds to be taken.
Turn on Exact Auth	BOA	1/19/18	1/19/18	Remember to add EXACTAUTH (exclude) custom MCCG to instance and Spend Profile. Set Works Standard MCC's all to Prohibit and uncheck "use Works Standard groups" for all Exact Auth spend profiles.
Turn off Accountant Review	BOA	1/19/18	1/19/18	
Determine who would get Upload Confirmation	BOA	1/19/18	1/19/18	This can be one email address. Note: During testing/pre-automation, this email will not generate.
Determine who would get File Error Notification	BOA	1/19/18	1/19/18	This sends notification if the file fails or if the vendor's email address is no longer deliverable (and the vendor's server produces a bounce-back email). We can house as many emails as needed (comma separated up to 255 characters).
Set All or None or All Valid option on ACI page	BOA	1/19/18	1/19/18	All Valid is best practice however testing will have determined if client can pass a single payment.
Perform Production Click-Thru	BOA	TBD		
Order Ghost Cards for Enrolled Vendors	BOA	1/27/18	2/5/18	

Sample Virtual Card Project Plan

TASK	Responsible Party	Target End Date	Completion Date (Enter '--- in headers)	Comments (Alt + Enter to add new comment within cell; Month/Day - Comment is format)
Obtain CVV codes for Cards and provide to PA	BOA	1/28/18	2/12/18	If needed, weekly, the IM will provide a secure listing that includes last 10 digits of account numbers and CVV. Post implementation, PA will be given instructions on how to run report/contact Servicing for this information.
Production Roll-Out				
Provide card information to Vendors	Pima County	2/13/18		Can either send Welcome Email (must wait until next day) or Call.
Change Payment Method for enrolled vendor(s) in ERP system	Pima County	2/12/18		
Process Production File for any enrolled vendors that have a payment due	Pima County	2/1/18		
First Post/Cycle End				
Support with required reports/data export, if	BOA	On Going		If no transmissions, reports, etc. mark this task as N/A
Confirm Successful First Post	BOA	2/1/18		Enter date of first post in completed date. Will help determine when first bill will be due.
Review first transaction(s); confirm set-up is functioning as expected	Team	2/1/18		Document first post date here.
Confirm Successful Payment	BOA	3/14/18		Document initial Due Date here and actual payment post date in Completion Date column.
Transition Project				**(Final Meeting)**
Review Transition Information	BOA	3/15/18		Servicing Contact Information and Who to Call When
Establish process for future campaigns	BOA	3/15/18		Client would contact their bank contact who will work directly with Vendor Enrollment.
Confirm client knows how to obtain 3 digit code	BOA	3/15/18		
Conduct Transition Call	All	3/15/18		
Change Works Instance flag to Implemented	BOA	3/15/18		
Save all pertinent documents to folder	BOA	3/15/18		

Sample Virtual Card Project Plan