



CORPORATE CREDIT CARD SERVICES

Request for Proposal (RFP)

Proposal Due Date: 5 pm Eastern Daylight Time (EDT) on Friday, May 9, 2025.

The Metropolitan Park District of the Toledo Area (Metroparks Toledo) seeks proposals for CORPORATE CREDIT CARD SERVICES. This RFP is also posted here: [Bidding and Procurement | Metroparks Toledo](#).

Metroparks Toledo (Metroparks) is pleased to invite vendors to participate in a RFP for corporate credit card services. Metroparks considers its expense management program to be an important responsibility of our Finance Division, and focuses on streamlining processes that result in cost reduction and optimized working capital to the organization as well as employee satisfaction. This program must contain a high level of internal controls insuring compliance with all relevant federal, state, and local regulations and align with Metroparks Toledo's policies and procedures.

Table of Contents

1. Guide to this RFP
2. Project Timeline
3. Agency Background
4. Existing Program Overview
5. Project Goals and Objectives
6. Scope of Work
7. Criteria for Selection
8. Format for Response
9. Questionnaire
10. Scoring Rubric

1. Guide to this RFP

Metroparks' expectation is that this document will convey not only the requirements we seek but also the needs to be satisfied with proposed solutions. It includes a background section about our organization, scope of work, and desired service offerings. In providing these details, our intent is to convey sufficient information to identify and select the best possible service offering. The preferred vendor will offer services that meets current needs and can support growth based on industry expertise, technical capability, optimal cost-benefit and client relations. The sole contact for this request is Jenella Hodel, Accounts Payable Supervisor. Questions regarding the RFP specifications may be directed to Jenella.Hodel@metroparkstoledo.com or 419.407.9706.

2. Project Timeline

RFP Schedule

- Release RFP – April 20, 2025
- Deadline for submissions – May 9, 2025 at 5pm local time
- Evaluation period – May 12-23, 2025
- Possible presentations (tentative) – May 26-June 6
- Recommendation to Board of Park Commissioners (tentative) – June 18, 2025
- Notification of Award (tentative) – June 27

All proposals must be received before 5:00 pm EDT on May 9, 2025.

This RFP is not an offer to contract with any bidder. Metroparks Toledo is not responsible for any costs associated with replying to this RFP. Metroparks Toledo reserves the right to enter into an agreement with any provider or no provider at its sole discretion.

A determination will be made by July 31, 2025. All agencies submitting applications will be notified when a final decision is made.

3. Agency Background

Metroparks Toledo is a regional system of parks and greenways preserving globally significant natural areas and historical sites in Lucas County, Ohio. The park system accommodates over six million visitors annually. Metroparks was formed in 1928 as a special district under the Ohio Revised Code. The park

district is governed by a five-member, volunteer Board of Park Commissioners appointed by the Lucas County probate court judge.

The mission of Metroparks Toledo is to conserve the region's natural resources by creating, developing, improving, protecting, and promoting clean, safe, and natural parks and open spaces for the benefit, enjoyment, education, and general welfare of the public. The mission is supported through employment of approximately 300 full, part-time, and seasonal employees across 19 parks.

The vision of Metroparks Toledo is to be, in its culture and community engagements, the beacon for conservation of natural resources; strengthening of community; and the activation and promotion of spaces that enhance physical and mental health. The communal pursuit of these aspirations will elevate our region and transform its identity.

Additional information regarding the agency may be found at: [About | Metroparks Toledo](#).

To ensure proper stewardship of public funds, Metroparks has issued this invitation to bid (ITB) under the provisions of the Ohio Revised Code (ORC) Sections 307.86 to 307.92. All bids submitted in response to this ITB shall comply with Ohio law. The laws of the State of Ohio will govern any disputes arising under this ITB and subsequent contract.

4. Existing Program Overview

Metroparks Toledo has an existing commercial card program, as described below. When preparing your proposal, please consider the following data:

| | |
|---|--------------------|
| Platform | MasterCard |
| Number of cardholders | 70 |
| Average monthly charge volume | \$100,000 |
| Current credit limit | \$200,000 |
| Cash advance credit limit | \$0 |
| APR | 19.80% |
| Rewards program | None |
| Billing frequency | Monthly |
| Payment mode | ACH |
| Reports needed to manage program | Monthly statements |
| Reconciliation tools | None |
| Additional management tools | None |
| Use of 'ghosted' cards (non-plastic issued), for what suppliers/commodities, and process utilized | None |
| Number of internal staff managing program | 2 |

5. Project Goals and Objectives

The primary goals and objectives of Metroparks Toledo's commercial credit card program are as follows:

- Employee efficiency and satisfaction
 - Front line and administrative staff online access

- Multiple online account access level options (i.e. – view only, limited edit, full administration)
 - Option for at least two full access administrators
 - 24-hour live support
 - Reconciliation tools available
- Process efficiency
 - User/administrator-friendly online interface
 - Simplicity of individual card limit changes, replacements
 - General ledger integration
- Cost-benefit
 - Cash-back rewards program
 - Limited/no fee structure

6. Scope of Work

Metroparks Toledo is seeking proposals from qualified firms for corporate credit card services that will maximize purchasing efficiency and efficacy. The credit card program should also offer the following benefits:

- Simplify procurement process
- Improve supplier relations
- Improve expense control
- Improve employee productivity
- Increase employee satisfaction
- Reduce administrative expenses

The supplier shall also provide:

- **Pre-Implementation Services:** Prior to implementation, the provider will perform a study to obtain all information concerning documentation needs in order to comply with all regulatory agencies and generally accepted accounting principles. The provider will design and present a workflow process detailing the documentation and acquisition process. Target dates: June 27 - July 14, 2025.
- **Pilot Program Services:** The provider will demonstrate, prior to the implementation of the program, evidence that the provider is capable of performing a satisfactory integration of data. The vendor will provide account administration and end-user training during the pilot program and continue training during the initial start-up period. Target dates: July 28 - September 28, 2025.
- **Program Roll-Out:** The provider will issue cards to all current card holders and establish preset dollar limits for each cardholder, such as transaction amounts, daily amounts, and monthly amounts. The vendor will have the ability to provide supplier restrictions by commodity codes and by specific suppliers. The program will preferably interface with the current financial system, Visual Intelligence Portfolio by Software Solutions. 24-hour/7-day per week emergency customer support will be provided to solve user/supplier problems. September 29 - November 21, 2025.

7. Criteria for Selection

Proposal Submission

Any proposal received after 5pm EDT on May 9, 2025, for any reason, will be disqualified. Each proposal must be submitted electronically to Jenella Hodel at Jenella.Hodel@metroparkstoledo.com.

Evaluation and Award

In evaluating the proposals submitted, Metroparks Toledo will apply the "best value" standard in selecting the supplier to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to Metroparks Toledo, in the sole judgment of the Finance Department. The selection process will include, but not be limited to, the following considerations:

1. The vendor's ability to assist Metroparks in meeting the overall goals and reducing administrative costs associated with credit card purchasing.
2. The quality and range of services the firm proposes to provide.
3. The firm's overall experience, reputation, expertise, stability and financial responsibility.
4. The vendors' past relationship with Metroparks, if any.
5. Training options available.
6. The financial terms offered.
7. Card program functionality.
8. The total, long-term cost to acquire the vendor's goods and services.
9. Any other relevant factor that a business entity would consider in selecting a supplier.
10. Responses from references.
11. Questionnaire scoring.

A recommendation will be made to the Board of Park Commissioners to acquire its approval to award a contract. The Board of Park Commissioners reserves the right to supplement or change the selection criteria prior to the awarding of the contract.

Metroparks reserves the right to conduct interviews with vendors prior to making a recommendation to its Board of Park Commissioners.

8. Format for Response

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified.

1. Title Page

Show the RFP subject and name of the vendors firm and primary contact for the proposal.

2. Table of Contents

Clearly identify the materials by sections and page numbers.

3. Letter of Transmittal

Limit to one or two pages. Briefly state the vendor's understanding of the scope of services to be provided and the commitment to provide the services within the stated schedule. List the names of the persons authorized to make representations for the vendor, their titles, addresses and telephone numbers.

4. Scope Section

Clearly describe the scope of services to be provided based upon the information in the scope section.

5. Responses to Questionnaire

Provide responses to the questionnaire in the order and numbered as they are presented below.

6. Proposed Contract

Please submit a draft contract for the services being offered.

9. Questionnaire

Please address each item below in your submission.

Section 1 - Executive Summary

Please provide a brief summary overview of your proposed offering to Metroparks Toledo. Include any additional information, not specifically requested elsewhere, that should be considered when evaluating your proposal.

Section 2 – Organization Overview

1. Provide the full name, address, and phone number of your corporate headquarters and of the individual who is the primary contact for this proposal.
2. On what platform do you issue commercial payment solutions? (i.e. American Express, Visa, MasterCard)? What are the prime benefits of this platform?
3. Describe your experience in expense management, and include the number of years you have been in the corporate credit card business.

4. List up to five other current park district or similar clients, indicating the types of services the organization has performed for each.
5. Describe any partnerships or alliances you have in place that may benefit Metroparks Toledo.
6. List any other third-party firms involved with your program and state their role(s).
7. How do corporate credit card services fit into your organization's products and services portfolio?

Section 3 – Corporate Credit Card Program Details

1. How does your corporate card program best support the purchasing goals of Metroparks Toledo?
2. What account options are available to our organization?
3. Describe the security features of your corporate card program.
4. How do you ensure that Metroparks Toledo is protected from unauthorized charges?
5. If a cardholder has a dispute or issue with a charge, what is the resolution process and timeline?
6. What spending limit controls are available?
7. Describe any specific spending controls available with your program. (i.e. – alcoholic beverage purchase restrictions)
8. Can cash access be blocked?
9. What billing/payment solutions are available to our organization?
10. Please describe and/or provide a sample billing statement.
11. Are billing statements available in multiple formats? Please provide details.
12. Do you offer a cash-back rewards program? If yes, please describe in detail the benefits for our organization.
13. Describe any other rewards programs offered.
14. Detail all automatic and optional insurance coverage available.
15. Please identify any applicable expenses associated with all of the products/services described within your RFP response (i.e. annual fees, cash access fees, conversion fees, late fees, technology, training, account/program management).
16. How can your program help increase Metroparks efficiency?
17. How will the program help us to meet regulatory compliance requirements (i.e. 1099)?
18. What makes your corporate card program unique? Why should our organization choose your corporate card?

Section 4 – Data/Technology

1. Describe your data retrieval and processing network. How do you ensure data consistency and integrity?
2. Describe your accountability to ensure that technology systems function properly. What resources do you provide to support your technology tools?
3. Do you have a disaster recovery plan in place?
4. Does your program require any client-side software? How are upgrades managed?
5. Describe your reporting tools and how they can benefit Metroparks Toledo.
6. Are reports customizable?
7. What emphasis is placed on the development of new products/technology and how will this benefit Metroparks Toledo?

8. Describe new expense/payment data/technology solutions that you have recently introduced. How will they benefit Metroparks Toledo?

Section 5 – Implementation

1. Describe your implementation strategy and timeline.
2. What implementation and technology support/resources will you provide? What resources from our organization will be needed to assist you?
3. Will your implementation staff remain actively engaged after initial program set-up and roll-out? If yes, for how long and to what extent?
4. Is there a formal program review process? What is the timing?
5. Do you have a formal quality-improvement program? If so, describe.
6. Do you monitor performance indicators? If so, what key performance measures do you track?
7. Describe the role/responsibilities of our designated Program Administrator(s).

Section 6 – Account Management and Support

1. How is your account management team organized? How does this structure benefit Metroparks Toledo? Will your company dedicate regionally-based account management personnel?
2. Please describe the qualifications, including tenure, of the account management personnel that will be assigned to Metroparks Toledo.
3. Do you provide 24/7 customer service? Please describe the services provided to both Program Administrators and cardholders.
4. Please describe and/or provide examples of online account management available to Metroparks Toledo individual card holders.
5. Are multiple tiers of online access available for various employee/administrator types? Please describe and indicate any limits to the number of access types.
6. Describe the process to add, remove, or replace cards.
7. Describe the process to change individual purchase and monthly spending limits.
8. Can temporary purchase and monthly spending limits be applied to individual card accounts?.
9. What reconciliation management tools are available?
10. Please describe and provide an example of how reports integrate with Metroparks' ERP and general ledger.
11. Define the levels of data captured for each transaction.

10. Scoring Rubric

Each attribute will be scored on a 1-5 scale.

| 1. Adherence to RFP Instructions | VENDOR 1 | VENDOR 2 | BASIS FOR SCORE |
|--|-------------|-------------|---|
| Completeness | 0 | 0 | All questionnaire elements addressed receives all points |
| Overall Quality & Level of Professionalism | 0 | 0 | Technically compliant and attractive receives all points |
| Overall Response | 0 | 0 | Overall quality very high receives all points |
| Total Score | 0 | 0 | |
| 2. Organization Overview | VENDOR 1 | VENDOR 2 | BASIS FOR SCORE |
| Platform Benefits | 0 | 0 | Benefits fully aligning with agency goals receives all points |
| Partnership Benefits | 0 | 0 | Proven beneficial external partnerships receives all points |
| Total Score | 0 | 0 | |
| 3. Card Program Details | VENDOR 1 | VENDOR 2 | BASIS FOR SCORE |
| Overall Program | 0 | 0 | Full alignment with program goals receives all points |
| Overall Security Features | 0 | 0 | Fully appropriate securities receives all points |
| Spending Controls | 0 | 0 | Appropriate spending controls available receives all points |
| Payment Options | 0 | 0 | Automatic electronic payment available receives all points |
| Overall Billing Statement Composition | 0 | 0 | Clear, user-friendly statements split by cardholder receives all points |
| Cash-back Rewards | 0 | 0 | Highest cash back benefit receives all points |
| Additional Rewards | 0 | 0 | Other rewards aligning with agency goals receives all points |
| Program Cost | 0 | 0 | No upfront or recurring fees received all points |
| Total Score | 0 | 0 | |
| 4. Data/Technology | VENDOR 1 | VENDOR 2 | BASIS FOR SCORE |
| Overall Data/Technology Features | 0 | 0 | Full alignment with program goals receives all points |
| Reporting Tools | 0 | 0 | Full alignment with program goals receives all points |
| Total Score | 0 | 0 | |
| 5. Implementation | VENDOR 1 | VENDOR 2 | BASIS FOR SCORE |
| Overall Implementation Plan | 0 | 0 | Robust implementation and quality assurance program receives all points |
| Implementation Timeline | 0 | 0 | Implementation available as outlined in Scope receives all points |
| Implementation Support | 0 | 0 | Robust staff support for implementation receives all points |
| Total Score | 0 | 0 | |

| 6. Account Management and Support | VENDOR 1 | VENDOR 2 | BASIS FOR SCORE |
|-----------------------------------|----------|----------|---|
| Account Management Structure | 0 | 0 | Account management structure and composition fully aligned with program goals receives all points |
| Customer Service | 0 | 0 | Live 24/7 customer support available receives all points |
| Online Account Management | 0 | 0 | Fully aligned with program goals receives all points |
| Ease of Spending Limit Changes | 0 | 0 | Changes can be made by at least 2 account administrators receives all points |
| Reconciliation Tools | 0 | 0 | Reconciliation tools available which improve employee efficiency receives all points |
| Enterprise Resource Planning | 0 | 0 | Planning resources fully aligned with agency needs receives all points |
| General Ledger Integration | 0 | 0 | Integration with Visual Intelligence Portfolio (Software Solutions) receives all points |
| Total Score | 0 | 0 | |