

RFS 22-67238 P & T Card
Technical Proposal Clarification Questions

Instructions: Please supply the requested information in the blue shaded areas and indicate any attachments that have been included. Where appropriate, supporting documentation may be referenced by specific page and/or paragraph number(s).

If any of this response contains confidential information, as defined by IC 5-14-3, provide a separate redacted (for public release) version of this document. Specify which statutory exception of APRA applies and provide a description explaining the manner in which the statutory exception to the APRA applies.

1. 2.3.12 & 2.3.13 Please provide a complete response regarding the Respondent's experience serving State government and describe the company's experience in serving customers of similar size to the State with a similar scope. Please provide specific clients & detailed examples.

J.P. Morgan is proud of our long standing history of supplying Commercial Card Services to government organizations, including the last 10 years working with the State of Indiana. In 2022, J.P. Morgan Commercial Card partners with over 700 government organizations and 17 consortiums.

We work with a variety of clients with a broad range of program size, system capabilities and scope. In addition, J.P. Morgan has vast resources and client references to help support various program optimization efforts should we be fortunate enough to be awarded the State's contract.

Highlights:

- # of Government Commercial Card Programs: ~700+
- # of Peoplesoft Clients: 124; 24 are government organizations
- # of Card Programs (excludes Virtual Card) w/ spend between \$5MM-\$15MM: ~600
- # of Commercial Card Clients (excluding Virtual Card): ~9,300

State Program Profiles:

- **State of Delaware:**
 - *Recent 12 Months Spend: ~\$178MM*
 - *Products Used: Purchase Card & Virtual Card*
 - *# of Participants: N/A stand-alone program with 1 Central Bill*
 - *ERP: PeopleSoft*
- **District of Columbia Government**
 - *Recent 12 Months Spend: ~\$154MM*
 - *Products Used: Purchase Card*
 - *# of Participants: N/A*
 - *ERP: SOAR*
- **State of North Dakota:**
 - *Recent 12 Months Spend: ~\$124MM*
 - *Products Used: Purchase Card, Virtual Card*
 - *# of Participants: 113 participants in addition to ~80 state agencies*

- *ERP: PeopleSoft*
- **State of Connecticut:**
 - *Recent 12 Months Spend: ~\$72MM*
 - *Products Used: Purchase Card, Travel Card, One Card*
 - *# of Participants: 50*
 - *ERP: PeopleSoft*
- **State of Rhode Island:**
 - *Recent 12 Months Spend: \$14.8MM*
 - *Products Used: Purchase Card, Travel Card*
 - *# of Participants: 7*
 - *ERP: Oracle*

2. In regard to your response to Attachment K: Service Level Agreements, what performance standards do you track as it pertains to the product & services provided to the State, what is the frequency of tracking and reporting to the State as it pertains to these standards, and what is your corrective process for the State when those standards are not met? Please note, your response will be considered a commitment and will be incorporated into the final contract should you receive an award.

Given the size of our Commercial Card portfolio, we must retain uniformity and flexibility with respect to our service level standards. We do not contractually commit to service levels nor agree to any penalty fees associated with service levels requested by clients for this reason.

However, we are committed to providing quality in all facets of our business. We back this up with numerous internal quality initiatives that are consistently analyzed and reviewed by senior management. We work with external firms to review our quality benchmarks against industry standards. We would be pleased to further discuss this subject with the State as part of the contract negotiation process, if needed.

Rebates will be calculated annually in arrears. Rebate payments will be made in USD within the ninety (90) day period after the end of the Contract Year (the "Rebate Calculation Period") via wire transfer to a business account designated by Client and authenticated by Bank. Payment is contingent upon Bank receiving Client's wire instructions and Bank's authentication of such instructions prior to the end of the Rebate Calculation Period.

3. Technical Proposal 2.4.5.1 Please advise in detail how JPMorgan Chase can provide payment & file turn verification to the State. How can the State verify when payments were received and when they were applied correctly to an account?

JPMorgan can provide file turn reporting on an ad hoc basis or on a reasonable reoccurring basis as requested by the State.

Our goal is to apply the payment same day if the payment is received by 4:00 PM CST with complete remittance attached and in the correct format. This allows for an automated payment application process. Incorrect formatting can result in a delayed posting of payments due to the manual nature of the payment processing.

In the case that funds do need to be moved the SLA for Payment Support is 5 business days once the request is received.

We do not send any verification of payment application; however, the State can review the payment in PaymentNet.