CONFIDENTIAL DOCUMENT - REQUEST FOR PROPOSAL
PAYMENT CARD PROGRAM

CARE USA
151 ELLIS STREET NE
ATLANTA, GA 30303-2440

RFP ISSUE DATE: JULY 20, 2020
RFP RESPONSE DATE: AUGUST 7, 2020

CONFIDENTIAL DOCUMENT

PREPARED BY
CARE AND HUMENTUM
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1. About CARE

At CARE, we seek a world of hope, inclusion and social justice, where poverty has been overcome and people live with dignity and security.

This has been our vision since 1945, when we were founded to send lifesaving CARE Packages® to survivors of World War II. Today, CARE is a leader in the global movement to end poverty. We put women and girls in the center because we know we cannot overcome poverty until all people have equal rights and opportunities. In 2019, CARE worked in 100 countries and reached 70 million people with an incredible range of life-saving programs.

You can learn more about us at www.CARE.org.

2. Purpose of this RFP

Statement of Purpose

CARE is issuing this Request for Proposal (“RFP”) to solicit qualified bidders to provide a comprehensive electronic payment solution for using both physical and virtual cards (collectively the “Payment Card Program”). CARE will serve as the Lead Contracting Organization for this solicitation, with the opportunity to make the resulting Master Agreement available to members of the Humentum Purchasing Program (as described further in Section 5).

This RFP is an invitation to bid, not an offer of contract, and all bidders must submit a response that complies with minimum requirements contained herein.

3. Overview of Services and Desired Outcomes

CARE’s current electronic payments program consists of roughly 25 corporate purchase cards used primarily for booking airfare travel and a few other travel expenses. However, a large number of employees use their personal cards to book travel and other types of expenses, and then submit expense reports to receive reimbursement. CARE is seeking banking partner to provide a comprehensive payment card solution that will allow us to eliminate personal card reimbursements and expand our use of electronic payments in two phases:

**Phase 1: Purchase Card Program.** CARE will transition from its current expense reimbursement program to a corporate card program for domestic-based employees.

**Phase 2: Purchase Card Expansion and Virtual Cards.** CARE will consider opportunities to expand purchase card use to international employees and, where feasible, use virtual card payments to replace payments currently made by check or ACH.

CARE anticipates a variety of benefits from this new program that include:
• Generating significant revenue through a strong rebate structure and high vendor enrollment rate.
• Increasing supplier discounts, when available.
• Maintaining strong internal controls and that, among other things, reduce risk of fraud.
• Capturing spend data to enhance spend analysis and improve purchasing decisions.
• Ensuring efficient reconciliations and card management as we move from 25 cards to several hundred cards (and virtual payments in the future).
• Meet the business and financial needs of CARE employees required to travel

4. Current Operations and High-Level Requirements

Below is some background on our current operations, and a high-level overview of core requirements for the payment card program. Bidders must submit a response that addresses all requirements defined in this section, as well as those defined in related sections and attachments.

Cardholders and Locations

• CARE anticipates increasing card usage from the current 25 cards to roughly 250-300 as employees transition from personal cards to corporate cards.
• These employees are headquartered domestically in the United States, but travel internationally and need the ability to use their cards anywhere.
• The long-term goal is to expand the program to international employees once the domestic program has achieved stability. While some of CARE’s operations are in under-developed nations, CARE has roughly 150 international employees who could potentially require a corporate purchase card.

Card Requirements

• Cards will be used to make purchases both online and onsite.
• CARE uses a travel agency for a majority of its airfare booking, along with related travel. Ease of use/integration with the travel agency requirements will need to be considered.
• Staff are sometimes provided travel advances. This process will need to be managed through or in conjunction with the card program and cash advance fees should be minimized as much as possible.
• Cards need to be accepted globally and in any currency. Exchange rates should be made in a way that is most favorable to CARE.
• Cards should not have a minimum or average spend required per card.
• CARE should have the ability to establish different spending limits and spending category limits based on a cardholder’s profile (i.e. higher limits for certain types of cardholders).
• Fraudulent charges should have zero liability for CARE if notified on time and there is no fault of employee or CARE.
Anticipated Spending Levels

- In fiscal year 2020 (Jul – June), CARE purchased travel and other goods/services of roughly $6.8M through a combination of its own corporate cards and domestic-based employee reimbursements. As a result of travel reductions planned for fiscal year 2021 and COVID-19 travel restrictions, we estimate this number will be reduced to 3-4M (USD). This is the amount that we anticipate capturing in Phase 1 of the payment card program.

- In the United States, CARE spends another $80M annually on goods and services currently paid through ACH or check. Roughly 80-90% of these payments are currently made through ACH. The long-term goal is to capture as much of this volume as possible through a virtual card program to be implemented in Phase 2.

- While no minimum volume is guaranteed to the Banking partner, the estimated annual volume is based on historical spend that has been adjusted to reflect anticipated travel changes due to the COVID-19 pandemic.

- CARE anticipates that over the course of the next 12-24 months, spend will increase back to more typical levels. Appropriate credit limits should be established at the beginning of the program to allow for increased credit needs when required.

Card Administration and Expense Management System

- CARE should be able to administer cards through a central, online platform. This includes the ability to:
  - Issue new cards
  - Pause/hold cards
  - Re-activate cards
  - Establish limits and controls on cards
  - View card balances, including uncashed prepayments
  - Terminate cards

- CARE is in the process of implementing PeopleSoft 9.2 Expenses as our expense management platform. Your solution must integrate/interface with this platform.

See Appendix 1 for additional CARE general conditions.

5. Expanded Contract Opportunity

CARE has partnered with Humentum to make the Master Agreement resulting from this procurement available to Humentum members through their recently created Humentum Purchasing Program.

Humentum is a global organization of 330 non-governmental organizations (NGOs) dedicated to international development. Their members represent a dynamic mix of all those leading development work today: non-governmental organizations (NGOs), for-profit companies with an
expertise in international development, sector experts with deep roots in global issues, nonprofit policy organizations, and academic institutions advancing sustainable development.

There are three primary goals for making this Master Agreement available to Humentum members.

- Allow Humentum Members to leverage their combined purchasing power to achieve more favorable terms, conditions and pricing; and
- Simplify purchasing for members by establishing a comprehensive, competitively bid agreement that the winning banking partner uses as their go to market strategy with Humentum Members;
- Enable Humentum Members (and the winning banking partner) to save time and money through a single solicitation process that will reduce the need for Humentum Members to conduct their own competitive solicitations and, in turn, for Banking partners to respond to multiple solicitations.

CARE is acting as the Lead Procurement Organization on this solicitation. Humentum Members will be allowed to utilize the Master Agreement after they have registered to participate in the Humentum Purchasing Program. Humentum members collectively purchase in excess of $30B of goods and services on an annual basis.

See Appendix 3 for additional Humentum Purchasing Program general conditions.

6. Key Contractual Documents

The selected banking partner will be required to sign contractual agreements with both CARE and Humentum. An overview is provided below.

**Master Agreement** – Contractual agreement between the banking partner and CARE that defines the terms and conditions for the CARE payment card program, and also allows for Humentum members to purchase through the agreement.

**Marketing and Administration Agreement** – Contractual agreement between the banking partner and Humentum that defines the terms and conditions for marketing and administering the program to Humentum members.
7. Project Milestones

<table>
<thead>
<tr>
<th>Tentative Dates</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept/Oct 2020</td>
<td>CARE Phase 1 – CARE Purchase Card Program fully implemented and operational.</td>
</tr>
<tr>
<td>October 2020</td>
<td>Humentum Purchasing Program Roll Out – Program announced to Humentum members allowing them to participate.</td>
</tr>
<tr>
<td>Q1 2021</td>
<td>CARE Phase 2 – CARE Purchase Card Program expansion and virtual card program enrollment begins.</td>
</tr>
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8. Proposal Guidelines

- This Request for Proposal represents the requirements for an open and competitive solicitation process. You must respond to every subsection including statement, question, and/or instruction without exception.

- If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

- All costs must be itemized to include an explanation of all fees and costs.

- Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the CARE legal department, and will include scope, budget, schedule, and other necessary items pertaining to the project.

- Additional due diligence to further assess risk prior to entering into a contractual relationship may be performed on finalists. By participating in this RFP process, you agree to provide any additional information that may be requested for due diligence.

- Any verbal information obtained from, or statements made by, representatives of CARE shall not be construed as in any way amending this RFP. Only such corrections or addenda as are issued in writing by CARE to all RFP participants shall be official. CARE will not be responsible for verbal instructions.

9. Submission Instructions

Proposal Requirements

Bidders should provide, at a minimum, the following components as part of their proposal for consideration:
• Company background including size, years in business and number/types of clients with whom you work
• Proposed products and approach to meet CARE’s business requirements
• Proposed approach to supporting the broader Humentum Purchasing Program
• One or two relevant case studies or examples of work
• Three (3) active references whose environment, size, and scope are most similar to CARE. Include a summary of the work completed for each account. Include reference contact names, with telephone numbers and email addresses where they may be reached.
• Completed questionnaire on CARE’s payment card requirements (hyperlink)
• Completed questionnaire on Humentum Purchasing Program requirements (hyperlink)

10. Evaluation Criteria

CARE will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Weighting</th>
</tr>
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<tbody>
<tr>
<td>1. Cardholder &amp; Card Requirements. Ability to provide required payment products, technologies and required reporting.</td>
<td>25%</td>
</tr>
<tr>
<td>2. Implementation Approach. Verified, process driven implementation approach.</td>
<td>10%</td>
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<tr>
<td>3. Vendor Enrollment. Verified success rate of vendor enrollment that is supported by a mature and well-resourced vendor enrollment program</td>
<td>15%</td>
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<tr>
<td>4. Card Management. Ease of card and reconciliation management</td>
<td>20%</td>
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<tr>
<td>5. Financial. Financial structure (rebates, costs and incentives)</td>
<td>20%</td>
</tr>
<tr>
<td>6. Account Management Capabilities. Strength of account management, including the ability to support international operations for both CARE and Humentum Purchasing Program</td>
<td>10%</td>
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<td></td>
<td><strong>Total</strong></td>
</tr>
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11. Timeline

<table>
<thead>
<tr>
<th>Activity</th>
<th>Complete by:</th>
</tr>
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<tbody>
<tr>
<td>RFP document issued</td>
<td>July 20</td>
</tr>
<tr>
<td>Notice of intent to participate</td>
<td>July 23</td>
</tr>
<tr>
<td>Deadline for submission of clarification questions to CARE</td>
<td>July 27</td>
</tr>
<tr>
<td>Proposal responses due to CARE</td>
<td>August 7</td>
</tr>
<tr>
<td>Proposal evaluation and follow-up questions, if any</td>
<td>August 21</td>
</tr>
<tr>
<td>Presentations by finalists</td>
<td>August 28</td>
</tr>
<tr>
<td>Anticipated Award Date</td>
<td>September 11</td>
</tr>
<tr>
<td>Anticipated Contract Effective Data</td>
<td>September 23</td>
</tr>
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12. Contact Information

Both CARE and Humentum are working with an outside consulting firm, Vendor Centric, to manage this RFP process. If you have questions about this RFP, please contact Allison Murray, Project Coordinator, at amurray@vendorcentric.com. It is preferred that all questions be submitted in writing via email when possible.

Any proposals received after 5:00 PM EST on August 7, 2020 will not be accepted. All proposals must be signed by an official agent or representative of the company submitting the proposal.
13. Appendix 1: CARE General Conditions

This RFP is not an offer to contract, but a solicitation of a vendor’s proposed intent. Acceptance of a proposal in no way commits CARE to award a contract for any or all products and services to any vendor. CARE reserves the right to make the following decisions and actions based on its business interests and for reasons known only to CARE:

- To exclude any parties that solicit information from anyone other than the [TBD] listed above after receipt of this RFP document
- To determine whether the information provided does or does not substantially comply with the requirements of the RFP
- To contact any bidder after proposal submittal for clarification of any information provided
- To waive any or all formalities of bidding
- To accept or reject a proposal in whole or part without justification to the bidder
- To not accept the lowest bid
- To negotiate with one or more bidders in respect to any aspect of submitted proposal
- To award another type of contract other than that described herein, or to award no contract
- To enter into a contract or agreement for purchase with parties not responding to this RFP
- To request, at its sole discretion, selected vendors to provide a more detailed presentation of the proposal
- To not share the results of the bids with other bidders and to award contracts based on whatever is in the best interest of CARE

Any material statements made orally or in writing in response to this RFP, or in response to requests for additional information, will be considered offers to contract and should be included by vendor in any final contract.

1. Confidentiality/Non-Disclosure

All information gained by any vendor concerning CARE work practices is not to be disclosed to anyone outside those responsible for the preparation of this proposal. Any discussion by the vendor of CARE’s business practices could be reason for disqualification. CARE, at their discretion, reserves the right to require a non-disclosure agreement.

Reciprocally, CARE commits that information received in response to this RFP will be held in strict confidence and not disclosed to any party, other than those persons directly responsible for the evaluation of the responses, without the express consent of the responding vendor.

Finally, the information contained within this RFP is confidential and is not to be disclosed or used for any other purpose by the vendor.
2. Publicity

Any publicity referring to this project, whether in the form of press releases, brochures, or photographic coverage will not be permitted without prior written approval from CARE.

3. Liability

The selected vendor(s) will be required to show proof of adequate insurance at such time as CARE is prepared to procure the services. The participating vendor will also be required to indemnify and hold harmless CARE for, among other things, any third-party claims arising from the selected vendor’s acts or omissions, and will be liable for any damage caused by its employees, agents or subcontractors.

4. Errors and Omissions

CARE expects the vendor will provide all labor, coordination, support, and resources required based on the vendor’s proposal and corresponding final SOW. No additional compensation will be available to the vendor for any error or omission from the proposal made to CARE. The only exclusions are add-ons, deletions, and/or optional services for which the vendor has received written authorization from CARE.
14. Appendix 2: Payment Card Program Questionnaire

All participants in this RFP are required to answer the following questions through an online questionnaire (see Section 9 – Submission Instructions). Responses to these questions through any other format (i.e. electronic or paper-based document) will not be accepted.

1. Company Information

   a. Where is your headquarters located? (open text)
   b. How many employees do you have? (open text)
   c. How many customers do you have? (open text)
   d. Which of the following best describes your company? (check one)
      a. Publicly traded
      b. Privately owned
      c. Other (describe)
   e. Has your company been profitable in each of your last three fiscal years? (yes/no)
      a. If no, please explain.
   f. Does your company qualify as any of the following? (check all that apply)
      a. Small business
      b. Minority owned business
      c. Woman owned business
      d. Located in a Labor Surplus Area
      e. None of the above

2. Cardholder and Card Requirements

   a. Which of the following payment types do you support? (Check all that apply.)
      a. Purchase cards
      b. Virtual cards
      c. Prepaid cards
      d. Debit cards
      e. Other [describe]
   b. Do you provide the ability to make travel advances through your cards? (yes/no)
      a. If yes, provide details. (open text)
   c. Are there any limitations geographically as to where cards can be used? (yes/no)
      a. If yes, please describe. (open text)
   d. Do you require any minimum spend or average spend on a card-by-card basis? (yes/no)
      a. If yes, please describe. (open text)
   e. Describe the methodology you use to apply exchange rates the benefit, if any, of using your exchange rate methodology vs. your competitors. (open text)
3. **Foreign Nationals**
   a. Are you able to issue credit cards to foreign nationals? (yes/no)
   b. Are there any particular countries in which you cannot provide credit cards? (yes/no)
      a. If yes, identify those countries. (open text)

4. **New Client Onboarding**
   c. Do you have a dedicated Implementation Team responsible for your payment card program? (yes/no)
      a. If yes, how many are on the team and what are their primary roles? (open text)
   d. Do you have a standard implementation process you follow for new clients? (yes/no)
      a. If yes, please describe. (open text)
   e. How many weeks is your ‘typical’ implementation timeframe (from contract signing to first purchase through a card) for an organization of similar size and complexity? (open text)
   f. What type of training do you provide to Program/Card Administrators? (check all that apply)
      a. Live training
      b. On-demand training (videos)
      c. Frequently asked questions
      d. Manuals
      e. Other (please describe)
      f. None
   g. What type of training do you provide to Card Users? (check all that apply)
      a. Live training
      b. On-demand training (videos)
      c. Frequently asked questions
      d. Manuals
      e. Other (please describe)
      f. None

5. **Vendor Enrollment**
   a. Do you have a dedicated Vendor Enrollment Team responsible getting vendors to participate in the program? (yes/no)
      a. If yes, how many are on the team and what are their primary roles? (open text)
   b. Do you have a standard Vendor Enrollment process? (yes/no)
      a. If yes:
         i. Describe how your organization handles vendor analysis, Vendor education and sign-up and on-going vendor management and support. (open text)
ii. Describe your approach to increasing adoption with vendors who do not initially join the program. (open text)

iii. Describe your approach to incorporating vendors that do not currently accept payments via cards. (open text)

c. What is your average conversion rate in dollars for virtual card payments? (That is, the % of expenses typically paid by check or ACH that convert to virtual card payment.) (open text)

d. How many weeks does it typically take you to achieve this conversion rate? (open text)

6. Account Management and Support

a. Will you be providing a dedicated account manager? (yes/no)
   a. If yes, please identify and describe their role and responsibilities. (open text)

b. Do you have a dedicated support team? (yes/no)
   a. If yes:
      i. How many are on the team. (open text)
      ii. Describe the type of support provided and how it is requested. (open text)

7. Rebates and Costs

a. Describe your proposed rebate structure (or attach a proposed rebate schedule). (open text + attachment)

b. How frequently do you pay rebates? (check one)
   a. Monthly
   b. Quarterly
   c. Annually
   d. Other (describe)

c. Are there any minimum requirements that need to be met to receive rebates? (yes/no)
   a. If yes, please describe. (open text)

d. Are there any limitations or variations on the types of purchases that receive rebates? (yes/no)
   a. If yes, please describe. (open text)

e. Do you provide a reconciliation report when you pay the rebates? (yes/no)
   a. If yes, please provide a sample copy. (attachment)

f. Please describe, if applicable, any other incentives or revenue sharing for consideration. (open text)

g. Is there rental car insurance for business travel? (yes/no)

h. Do you charge any types of fees, including but not limited to foreign transaction fees, cash withdrawal fees, or card insurance fees? (yes/no)
   a. If yes, attach a schedule of all applicable fees. (attachment)
8. Card Management, Reporting and Integrations
   a. Describe the general process Card Administrators will follow to manage cards. Activities include, but are not limited to: (open text)
      a. Issuing new cards
      b. Pausing/holding cards
      c. Re-activating cards
      d. Establishing limits and controls on cards
      e. Viewing card balances, including uncashed prepayments
      f. Terminating cards
   b. Can card administrators, or cardholders: (select all that apply)
      g. Notify the bank of planned travel dates and locations online
      h. Notify the bank of planned travel dates and locations using a smartphone app
      i. Report a lost or stolen card online
      j. Send a replacement card to a staff member overseas
      k. Activate a new card online
   c. Describe the process and general timeframe for receiving new, physical cards. (open text)
   d. Please provide a listing and/or samples of the various types and formats of reports your company can provide. Indicate the available software applications they are available in or transferable to. (open text + attachment)
   e. Do you have a direct interface (API) with Peoplesoft 9.2? (yes/no)
      If yes, how many clients are on this interface? (open text)
      If no, how would you interface? (open text)
   f. Do you have the ability to interface with other software solutions? (yes/no)
      a. If yes, please describe your API capability and identify any pre-built APIs. (open text)
   g. Do you allow adding custom fields to your system for ease of reporting and systems integration? (yes/no)
      a. If yes, is there a limit on type and number of fields?
   h. What level of PCI-DSS compliance does your company have? (check one)
      a. PCI-DSS, Level 1
      b. PCI-DSS, Level 2
      c. PCI-DSS, Level 3
      d. PCI-DSS, Level 4
      e. Organization does not have PCI-DSS compliance
   i. Does your company’s current privacy policy meet GDPR standards? (yes/no)

9. Expense Reporting System
   a. Describe the features of your expense reporting system. (open text)
b. Does it work on multiple currencies? (yes/no)
c. When reviewing and coding charges in the expense reporting systems, are the charges reported in local currencies or US dollars? (open text)
d. Can users add currencies that are not on standard/major currency lists? (yes/no)
e. Can the system function in multiple languages? (yes/no)
   a. If yes, what languages? (open text)
f. Is the system: (check all that apply)
   a. Online
   b. Installed
g. Does your system have a smartphone app as well? (yes/no)
h. Can you photograph receipts via the app and load them into the system? (yes/no)
i. Can you forward e-mail/PDF receipts into the system? (yes/no)
j. Are there costs or fees to use the expense reporting system? (yes/no)
   a. If yes, upload fee schedule (attachment)
k. How long will the receipts be saved on the system? (open text)
l. How long does it typically take to implement this system? (open text)
m. Can you match your client’s export files? (yes/no)
15. Appendix 3: Humentum General Conditions

In addition to the CARE general conditions defined in Appendix 1, awarded vendors must also comply with the following to be awarded a separate agreement with Humentum, thereby making the Master Agreement available to Humentum Members.

1. Award of the Marketing and Administration Agreement
The Master Agreement for the payment card program that is awarded by CARE will, at Humentum’s option, be the basis for a national contract that can be offered to Humentum members through the Humentum Purchasing Program. If more than one vendor is awarded a Master Agreement by CARE, those same vendors will be required to extend the Master Agreement to all Humentum members that have registered to participate in the Humentum Purchasing Program (collectively “Participating Humentum Members”). Further, the awarded vendor(s) will be required to execute a separate Marketing and Administration Agreement (“M&A Agreement”) with Humentum.

Humentum Members will utilize the Master Agreement at their sole discretion. Certain terms of the Master Agreement specifically applicable to the Lead Procurement Organization may be subject to modification for each Participating Humentum Member as vendor, Humentum Member and Humentum shall agree. Humentum Members may request to enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in the Master Agreement. Any supplemental agreement, when developed, is exclusively between the Humentum Member and the vendor. Further, it is the responsibility of the vendor to comply with any regulatory requirements in effect in the jurisdiction of the Humentum Member.

2. Payment of Marketing and Administration Fee
The awarded vendor(s) will be required to pay Humentum a Marketing and Administration fee for sales made to all Participating Humentum Members, including the Lead Procurement Organization. This fee will, among other things, support Humentum in the marketing and administration of the Master Agreement, the specifics of which are defined in the M&A Agreement.

3. Assignment of a National Account Manager
The awarded vendor(s) must provide a single, national account manager responsible for managing the relationship with Humentum, and ensuring accountability for all contractual requirements.

4. Ability to Sell and Distribute Globally
The awarded vendor(s) must have a sales and operational structure that ensures appropriate coverage for all Humentum members.

5. Ability to Track and Report Sales Data
The awarded vendor(s) must have a sales and reporting system that allows for sales data to be captured, aggregated and reported for all participating Humentum Members.

6. Contracting with Humentum Members
All transactions, purchase orders, invoices, payments etc., will occur directly between the awarded vendor and each Participating Humentum Member individually. Neither Humentum or the Lead Contracting Organization, nor any of their respective agents, directors, employees or representatives, shall be liable to the vendor for any acts, liabilities, damages, etc., incurred by any other Participating Humentum Member.

Even though it is anticipated many Participating Humentum Members will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where one or more Participating Humentum Members will issue their own solicitation. In these situations, the vendor may respond and, if awarded, execute an alternative agreement to the Master Agreement. However, in each and all of these cases, the vendor will be required to report all sales made under any of these alternative agreements to Participating Humentum Members as Contract Sales which are applicable for payment of marketing and administration fees to Humentum.
16. Appendix 4: Humentum Purchasing Program Questionnaire

All participants in this RFP are required to answer the following questions through an online questionnaire (see Section 9 – Submission Instructions). Responses to these questions through any other format (i.e. electronic or paper-based document) will not be accepted.

1. Company Information
   a. Does your company currently have contracts with any other group purchasing programs? (yes/no)
      a. If yes, please identify each program and the contracts you have. (open text)
   b. Do you currently work with any Humentum Members? (for a list of current members, go to: https://www.humentum.org/our-members) (yes/no)
      a. If yes, please share how many and the types of products/services you provide them. (open text)

2. Products and Distribution
   a. Describe the full line of products and services you could potentially offer through the Humentum Purchasing Program. (These can include those proposed for CARE as well as additional products and services you may offer.) (open text) (If helpful, upload supplemental documents)
   b. Which of the following regions are you able to sell and deliver your products and service? (check all that apply)
      a. North America
      b. Central America & The Caribbean
      c. South America
      d. Africa
      e. Asia
      f. Europe
      g. Middle East
      h. Australia
   c. Based on your selections above, are there any regional limitations we need to be aware of? (yes/no)
      a. If yes, please explain. (open text)
   d. Will you be using any other vendors, technology partners, subcontractors or consultants (collectively “fourth parties”) to process, handle or deliver the services you are proposing on? (yes/no)
      a. If yes, identify each fourth party and their role in the provision of services. (open text)

3. Account and Contract Management
   a. Will there be one person designated as the National Contract Manager who has ultimate responsibility for the management of the Marketing & Administration (M&A) Agreement,
and coordination of sales, marketing and support for the Humentum Purchasing Program? (yes/no)
   a. If yes, provide name, title and contact information.
   b. Explain in detail how you will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, account set-up for new accounts, timely contract administration, etc. (open text)
   c. Describe the system you will use to track and report on member participation and spend. (open text)
   d. Do you have the ability to provide monthly reporting on Humentum member participation and spend? (yes/no)

4. Sales and Marketing Support
   a. Describe in detail how your sales force is structured. (open text)
   b. Describe how you sell your products/service nationwide. If you use territory managers, explain how you will coordinate sales across all territories. (open text)
   c. Describe your approach to making your sales force aware of the Master Agreement, including training and the role (if any) of Humentum in the process. (open text)
   d. Describe how your marketing team will work with the Humentum team to implement, grow and service the Humentum Purchasing Program. (open text)

5. Other
   a. Provide any additional information you’d like to share.