CALIFORNIA DEPARTMENT OF GENERAL SERVICES

PROCUREMENT DIVISION
707 Third Street, 2nd Floor
West Sacramento, CA 95605-2811

COOPERATIVE AGREEMENT
USER INSTRUCTIONS

ISSUE AND EFFECTIVE DATE: 12/31/14	
TITLE/DESCRIPTION:	Purchase Card Services (CAL-Card Program)
CONTRACT NUMBER(S):	7-14-99-22
CONTRACTOR(S):	U.S. Bank National Association
CONTRACT TERM:	9/29/2014 through 12/31/2018
CONTRACT CATEGORY:	Non-IT Services
MAXIMUM ORDER LIMIT:	None
FOR USE BY:	State and Local Governmental Agencies (See Section 2)
WEBSITE:	CAL-Card Program Website http://www.dgs.ca.gov/pd/Programs/CALCard.aspx
STATE CONTRACT ADMINISTRATOR:	Julie Matthews (916) 375-4612 julie.matthews@dgs.ca.gov

Note: Ordering Agencies are instructed to carefully review these User Instructions in its entirety. Changes to this document will be issued through a User Instructions revision.

For questions, please contact the Department of General Services, Procurement Division (DGS-PD) State Contract Administrator and reference the "Title/Description" and/or Contract Number listed above.

ORIGINAL SIGNED ***12/31/14***

Julie Matthews, *State Contract Administrator* **Date**

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SECTION I
Introduction and General Information

A. SCOPE AND OVERVIEW

Participating Addendum Agreement 7-14-99-22 with U.S. Bank National Association (Contractor) provides purchase card services for the State of California Purchase Card (CAL-Card) Program to participating state and local governmental agencies.

The CAL-Card Program includes the following benefits for participating agencies:

- No cost purchase card services program
- Incentives/rebates for participating agencies (based on volume sales and prompt payment)
- Optional payment mechanism for purchases (with merchants that accept a VISA credit card)

Refer to the CAL-Card Program website to view the Participating Addendum agreement and additional information on the CAL-Card Program.

Note: Throughout this document, "Participating Addendum" may be used interchangeably with "agreement." Unless otherwise specified within this document, the term "Agencies" will refer to all state and local governmental agencies eligible to utilize the agreement. Instructions exclusive to state or local governmental agencies shall be identified within each section.

B. AVAILABILITY

The Participating Addendum agreement is available for use by all State of California agencies and local governmental agencies as defined in Participating Addendum 7-14-99-22 Exhibit A, Section 1.B (Eligible Participating Agencies).

1. State Agencies

a) Use of this agreement and the CAL-Card Program is mandatory for State of California agencies seeking to establish a purchase card program.

2. Local Governmental Agencies

a) Use of this agreement is optional for local governmental agencies. Each local governmental agency shall determine whether use of the agreement is consistent with its procurement policies and regulations.

b) Local government agencies desiring to participate shall be required to adhere to the same responsibilities as do State agencies and have no authority to amend, modify or change any condition of the agreement. Local governmental agencies shall assume responsibility and liability for local governmental agency's performance of the terms and conditions of the Participating Addendum. The State shall not bear liability or responsibility for local governmental agencies participating under the Participating Addendum.

c) Each local governmental agency will be subject to credit approval by the Contractor as described in Participating Addendum 7-14-99-22 Exhibit D, Section 2.A (Financial Information).

C. CONTRACT ADMINISTRATION

1. State Contract Administrator

The State Contract Administrator for this agreement and primary point of contact for the State's CAL-Card Program is identified below:

Julie Matthews
Department of General Services
Procurement Division
707 Third Street, 2nd Floor, MS 2-202
West Sacramento, CA 95605
Phone: (916) 375-4612
Email: Julie.matthews@dgs.ca.gov

2. Contractor Program Support

The Contractor program support contacts for the CAL-Card Program are listed below.

U.S. BANK (CONTRACTOR) PRIMARY CONTACTS	
Contract Manager/ Relationship Manager	Courtney Hoppe Phone: (310) 363-5850 Courtney.Hoppe@usbank.com
Account Coordinator *(for Program Administrators)*	Olga Huseth Phone: (612) 344-6042 olga.huseth@usbank.com
Account Coordinator Team *(for Program Administrators)*	U.S. Bank CAL-Card Team Phone: (877) 846-9302 calcard@usbank.com
Customer Service *(for Cardholders)*	Customer Service Representatives Phone: (800) 344-5696
New Participation Requests *(for new agencies)*	CAL-Card Sales Coordinator cpsmidmarketsalescoordinator@usbank.com

Detailed U.S. Bank program support information is listed on the CAL-Card Program Website (Click on "*Contact CAL-Card*").

D. AGREEMENT INFORMATION

1. Participating Addendum (Contract Documents)

Participating Addendum 7-14-99-22 contract documents are available on the CAL-Card Program Website (Click on "*Contract Information*").

2. Term

Current agreement term dates are noted on page 1 of these User Instructions.

Note: Ordering Agency subscription agreements may not include terms dates which extend beyond the expiration date of the Participating Addendum.

3. Incentives (Rebates)

Participating Addendum 7-14-99-22 includes the following incentives (rebates) for Participating Agencies:

- Volume Sales Incentive
- Prompt Payment Incentive
- Large Ticket Volume Incentive

The formulas for calculating incentives are as follows:

Volume Sales Incentive Calculation				
Quarterly Volume Sales – Quarterly Large Ticket Volume *(for individual participating agency)*	x	**.0130** (130 bps)	=	Participating Agency Quarterly Volume Sales Incentive
Prompt Payment Incentive Calculation				
(45 - Client Held Days) / 45	x	**.0045** (45 bps)	x	Quarterly Volume Sales *(for individual participating agency)* = Participating Agency Quarterly Prompt Payment Incentive
Large Ticket Volume Incentive Calculation				
Quarterly Large Ticket Volume *(for individual participating agency)*	x	**.0075** (75 bps)	=	Participating Agency Quarterly Large Ticket Volume Incentive

Incentives will be paid to the Participating Agency by the 60th calendar day following the end of a calendar quarter. Participating Agencies are encouraged to review Participating Addendum 7-14-99-22 Exhibit E (Incentives and Fees) for further information on the incentives offered under the agreement.

Note: Reports reflecting quarterly incentives/rebates per Participating Agency will be posted on the CAL-Card Program Website (Click on "*Rebate Reports*").

E. COST LIMITS/DOLLAR THRESHOLDS

The CAL-Card Program is a "no cost" purchase card services program.

F. ADMINISTRATIVE FEE

Participating agencies do not pay an administrative fee to utilize this agreement or to participate in the State's CAL-Card Program.

SECTION II
ORDERING PROCEDURES FOR PARTICIPATING AGENCIES

State of California state agencies and local governmental agencies may participate in the State's CAL-Card Program and receive purchase card services by executing subscription agreements to Participating Addendum 7-14-99-22.

A. ORDERING PROCEDURES

1. Contractor Selection

Agencies are not required to solicit offers when executing subscription agreements under Participating Addendum 7-14-99-22.

2. State Agency Participation Requirements

In order to participate in the State's CAL-Card Program under the Participating Addendum agreement, State of California agencies must:

- Execute a *State Agency Subscription Agreement (formatted STD 213)* incorporating all terms and conditions of the Participating Addendum; and
- Provide a completed *Request to Participate Form* with all required documentation to the Contractor;
- Comply with the CAL-Card Program Participation Requirements listed in State Contracting Manual (SCM) Volume 2 and 3, Chapter 9; and
- Establish internal CAL-Card Program policies and procedures.

3. Local Agency Participation Requirements

In order to participate in the State's CAL-Card Program under the Participating Addendum agreement, local governmental agencies must:

- Execute a *Local Agency Subscription Agreement* incorporating all terms and conditions of the Participating Addendum; and
- Provide a completed *Request to Participate Form* with all required documentation to the Contractor.

Note: Each local governmental agency will be subject to credit approval by the Contractor as described in Participating Addendum 7-14-99-22 Exhibit D, Section 2.A (Financial Information).

B. PARTICIPATION STEPS AND IMPLEMENTATION PROCESS

The table below provides participation steps and implementation/enrollment process for new agencies:

<table>
<tr><th>Step</th><th>Who Does It</th><th>Description</th></tr>
<tr><td>1</td><td>Agency</td><td>➢ Submits Request to Participate (RTP) package to U.S. Bank with required documentation listed below:
<table>
<tr><th>If you are a…</th><th>You submit a RTP Package with…</th></tr>
<tr><td>State Agency</td><td>▪ Request to Participate Form
▪ State Agency Subscription Agreement (formatted STD 213); and
▪ W-9 Form (Sections 1 and 4 only)</td></tr>
<tr><td>Local Agency</td><td>▪ Request to Participate Form
▪ Local Agency Subscription Agreement
▪ W-9 Form; and
▪ Three years of current audited financials</td></tr>
</table>
Note: RTP packages must be submitted to the U.S. Bank CAL-Card Sales Coordinator for processing. Refer to Request to Participate Form for submission instructions.</td></tr>
<tr><td>2</td><td>U.S. Bank</td><td>➢ Contacts agency within three (3) business days to confirm receipt of RTP package
➢ Completes contract/credit review process with 20 business days (assumes receipt of complete required documentation)
➢ Signs Subscription Agreement and returns signed copy to agency</td></tr>
<tr><td>3</td><td>U.S. Bank</td><td>➢ Provides implementation/enrollment documentation to be completed by agency
➢ Schedules an implementation meeting with agency, if required, to:
• Discuss Access Online capabilities and agency needs
• Obtain Agency information to create Access Online ID/password
• Provide direction to program information on CAL-Card website
• Provide Access Online web-based training passwords</td></tr>
<tr><td>4</td><td>Agency</td><td>➢ Returns completed implementation/enrollment documentation to U.S. Bank
➢ Reviews program information from the CAL-Card website
➢ Develops internal CAL-Card policies, procedures, and training
➢ Registers for CAL-Card Program Training Workshops
➢ Completes Access Online web-based training</td></tr>
<tr><td>5</td><td>U.S. Bank</td><td>➢ Provides agency with Access Online User ID(s) and card setup instructions/reference guides.</td></tr>
<tr><td>6</td><td>Agency</td><td>➢ Submits requests for new card accounts through Access Online
➢ Cardholder activates card within 14 days of receipt by calling the 800 number on the activation sticker</td></tr>
</table>

SECTION III
PROGRAM RESOURCES

A. PROGRAM INFORMATION AND RESOURCES

1. Participation Documents

Participation documents are available at:

- CAL-Card Program Website (Click on "*Participation Information*").

2. Guides and Sample Forms

CAL-Card Program resource guides for Program Administrators, Billing Officials, and Cardholders are available at:

- CAL-Card Program Website (Click on "*Forms and Resources*").

3. Training

CAL-Card Program training opportunities, including online training workshops and training videos, are available at:

- CAL-Card Program Website (Click on "*Training*").

4. Excluded Merchant Category Codes

The Department of General Services and U.S. Bank have developed a listing of "high risk" Merchant Category Codes which are excluded from the CAL-Card Program for all participants. Excluded Merchant Category Codes for the CAL-Card Program are listed at http://www.documents.dgs.ca.gov/pd/Calcard/MCCRestrictions.pdf

5. Payee Data Record

State agencies may access a copy of the completed STD 204 for the Contractor at http://www.documents.dgs.ca.gov/pd/calcard/USB_PayeeDataRecord-STD204.pdf.

B. STATE AGENCIES WITH OVERSIGHT RESPONSIBILITIES

Department of General Services, Procurement Division, Purchasing Authority Management Section
http://www.dgs.ca.gov/pd/Programs/Delegated.aspx

State Controller's Office
http://www.sco.ca.gov/

Department of Finance
http://www.dof.ca.gov/

Bureau of State Audits
http://www.bsa.ca.gov/