



## Contract Details: # 946-M2

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| <b>Number</b>                                 | 946-M2  |
| <b>Description</b>                            | Commercial Charge Card Services   |
| <b>Category</b>                               | Managed   |
| <b>Type</b>                                   | Term  |
| <b>Start Date</b>                             | 6/1/2017  |
| <b>End Date</b>                               | 8/31/2025   |
| <b>Purchase Category Code (Agencies Only)</b> | PCC H   |
| <b>Optional Renewal Terms</b>                 | Extension: September 1, 2024, through August 31, 2025   |
| <b>Purchase Orders</b>                        | Purchase orders are not required for this contract. Refer to the Contract Items and Pricing section below for additional details.   |
| <b>NIGP Codes(s)</b>                          | 94635 ; 94670   |
| <b>CPA Contract Management</b>                | Questions regarding contract management issues, price changes, amendments or other post-award concerns should be directed to:<br><br>SPD Contract Management Office (SCMO)<br>Texas Comptroller of Public Accounts (CPA)<br>Phone: (512) 463-3034 option 3<br>Email: <a href="mailto:spd.cmo@cpa.texas.gov">spd.cmo@cpa.texas.gov</a> ( <a href="mailto:spd.cmo@cpa.texas.gov">mailto:spd.cmo@cpa.texas.gov</a> ) |

**Contract Items and Pricing**

**Citibank, N.A. (Citi) Account Management Team:**

Brian D. Smith

[REDACTED]

[REDACTED]

Todd William Pardee

[REDACTED]

[REDACTED]

Sandra Alvarado

[REDACTED]

[REDACTED]

**New Account Implementation:**

Contact Citi Account Management Team

**Virtual Card Accounts - (E-Payable Cards)**

Citi Virtual Card Accounts (VCA) offers the flexibility, robust control and enhanced-data capabilities to address a variety of needs within buying organizations.

**Payment Instructions:**

State agencies and institutions of higher education refer to Processing Third-Party Transactions in USAS for Payment/Travel Cards, Direct Bill Payments and Reimbursements (<https://content.govdelivery.com/accounts/TXCOMPT/bulletins/2650d6>). Participating local government entities should contact Citi for payment instructions.

**Custom Card Format:**

Standard card design approved by CPA. Custom card format for state agencies requires the approval of CPA and vendor and will take 30-60 days from receipt of the request. Custom card format for institutions of higher education and local government entities may be coordinated directly with Citibank.

**Standard Card Design:**

No charge for single, standard color logo.

**Custom Card Design:**

One custom card design at no charge, additional custom card designs are billed at cost by Citi.

**Account Maintenance/Billings/Disputes:**

Contact Citi's Client Account Specialist (CAS) Team: 1-888-836-5011 option 3, ext. 1489230 for questions regarding billing and program maintenance. Cardholders are directed to contact the number on the back of the card.

**Foreign Transaction Fee:**

Citibank will pass along all charges assessed by the bankcard associations. In addition, Citibank will charge a fee of 1.0%.

**Cash Advance and Convenience Check Fee (This Option is only Available to Local Government entities):**

Convenience check fee: \$5.00 plus 1.5% of transaction; convenience check stop payment fee: \$20; ATM cash advance fee: \$5.00; cash advance from teller fee: 2% of withdrawal

**LATE PAYMENT FEE:**

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|  | <p><b>Central and Corporate Liability Individual Bill Accounts (CBA &amp; CLIBA):</b><br/>State agency and institutions of higher education must to adhere to the state of Texas Prompt Payment Act. Participating local government entities will follow the process outlined in Citi's RFP response, if the entity is not subject to State of Texas Prompt Pay, Government Code 2251.</p> <p><b>Individual Bill Travel Accounts (IBA):</b><br/>An individually billed account is considered delinquent if payment is 60 days past due. A delinquency charge of 2.5% of the outstanding balance is applied if payment is not received by day 60.</p> <p><b>RETURNED CHECK FEE: \$10</b></p> <p>Access Additional Program Information (<a href="https://comptroller.texas.gov/purchasing/">https://comptroller.texas.gov/purchasing/</a>)</p> <p>For questions about using the correct vendor number in the state's Uniform State Accounting System (USAS), state agencies can contact the Expenditure Assistance section at <a href="mailto:expenditure.assistance@cpa.texas.gov">expenditure.assistance@cpa.texas.gov</a> (<a href="mailto:expenditure.assistance@cpa.texas.gov">mailto:expenditure.assistance@cpa.texas.gov</a>)</p> |
| <b>Warranty Details</b>                    | N/A  |
| <b>Expedited Payment Discount</b>          | <p><b>Rebate/Early Payment Discount:</b><br/>This contract contains a rebate program based on total dollar expenditure of all participating entities paid on an annual basis. Texas SmartBuy Members and institutions of higher education receive their portion of the rebate payment directly from Citi, while the state's portion is deposited to the General Revenue Fund. The rebate percent is enhanced by an early payment incentive that increases for each day a payment is received in full before 30 days from the invoice date. Charge offs for delinquent accounts are deducted as credit losses from the rebate at the rebate payable level. Therefore, state agencies, institutions of higher education, and Texas SmartBuy Members should attempt to pay account balances as quickly as possible.</p>   |
| <b>Adding New Products to the Contract</b> | Additional products or services of the same general category that are not already on the contract may be added by submitting an Open Market Requisition ( <a href="https://comptroller.texas.gov/purchasing/forms/">https://comptroller.texas.gov/purchasing/forms/</a> ) to the Statewide Contract Development section at <a href="mailto:open.market@cpa.texas.gov">open.market@cpa.texas.gov</a> ( <a href="mailto:open.market@cpa.texas.gov">mailto:open.market@cpa.texas.gov</a> ).   |
| <b>Delivery Delays by Contractor</b>       | <p>If delay is foreseen, Contractor shall give written notice to the Customer and must keep Customer advised at all times of status of order.</p> <p>Default in promised Delivery Days After Receipt of Order (ARO) without accepted reasons or failure to meet specifications authorizes the Customer to purchase goods and services of this contract elsewhere and charge any increased costs for the goods and services, including the cost of re-soliciting, to the Contractor.</p> <p>Failure to pay a damage assessment is cause for contract cancellation and/or debarment or removal of the contractor, as applicable, from the State's Centralized Master Bidders List (CMBL).</p>  |
| <b>Compliant Products by Contractor</b>    | <p>Delivery does not occur until the Contractor delivers products, materials or services in full compliance with the specifications to Customer's F.O.B. destination, unless delivery is specifically accepted, in whole or in part, by the Customer. Providing products, materials or services which do not meet all specification requirements does not constitute delivery.</p> <p>Customer reserves the right to require new delivery or a refund in the event that materials or products not meeting specifications are discovered after payment has been made.</p>   |
| <b>Purchase Order Cancellations</b>        | The Customer may request that a Contractor cancel a specific line item or an entire purchase order. There shall be no fees charged for cancellation of an item and/or order prior to shipment by the Contractor. A Purchase Order Change Notice should be processed and sent to Contractor.  |
| <b>Restocking Fee</b>                      | The Customer may request that a Contractor accept return of products already delivered. If the return is required through no fault of the Contractor, the Contractor may request a reasonable restocking charge. The Customer may pay a restocking charge if the CPA or Customer determines that the charge is justifiable. As a guideline, such charges shall not exceed 10% for contractors.   |

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| <b>Substitutions</b>        | During the Contract term, the Contractor shall not substitute a product or brand unless the Contractor has obtained prior written approval from the CPA Contract Manager in coordination with the Customer. The Contractor must have written confirmation from the CPA Contract Manager of the substitution before making delivery.  |
| <b>Contract Performance</b> | <p>The Statewide Procurement Division Contract Management Office (SCMO), a division of the Comptroller of Public Accounts (CPA), administers a vendor performance program for use by all customers per Texas Government Code (TGC), §2262.055, and 34 Texas Administrative Code (TAC), §20.108. The Vendor Performance relies on the customer's participation in gathering information on vendor performance. State agency customers shall report vendor performance on purchases of \$25,000 or more from contracts administered by CPA, or any other purchase of \$25,000 or more made through delegated authority granted by CPA (TAC 20.108), or purchases exempt from CPA procurement rules and procedures. State agencies are additionally encouraged to report vendor performance on purchases under \$25,000. Vendor Performance shall be reported through the CPA VENDOR PERFORMANCE TRACKING SYSTEM. (<a href="https://www.comptroller.texas.gov/purchasing/programs/vendor-performance-tracking/">https://www.comptroller.texas.gov/purchasing/programs/vendor-performance-tracking/</a>)</p> <p>The purpose of the Vendor Performance Tracking System is to:</p> <ul style="list-style-type: none"> <li>• Identify vendors that have exceptional performance</li> <li>• Aid purchasers in making a best value determination based on vendor past performance</li> <li>• Protect the state from vendors with unethical business practices</li> <li>• Track vendor performance for delegated and exempt purchases</li> </ul> |

## Contractors

**Contractor VID:** 11352664707

**Contractor:** Citibank (South Dakota), N.A.

**Contact Name:** Brian D. Smith

[REDACTED]  
[REDACTED]

**Alternate Contact Name:** Todd Pardee

[REDACTED]  
[REDACTED]

**Address:** 701 E. 60th St. N. Sioux Falls, SD 57104



Texas Comptroller of Public Accounts

**Glenn Hegar**

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## Policies

Privacy and Security Policy (<https://comptroller.texas.gov/about/policies/privacy.php>)

Accessibility Policy (<https://comptroller.texas.gov/about/policies/accessibility.php>)

Link Policy (<https://comptroller.texas.gov/about/policies/links.php>)

Search from the Texas State Library (<https://www.tsl.texas.gov/trail/index.html>)

Texas Homeland Security (<https://www.dhs.gov/see-something-say-something/reporting/texas>)

Public Information Act (<https://comptroller.texas.gov/about/policies/open-records/public-information-act.php>)

Texas Secretary of State (<https://www.sos.state.tx.us/>)

HB 855

## Other State Sites

Texas.gov (<https://texas.gov>)

Texas Records and Information Locator (TRAIL) (<https://www.tsl.state.tx.us/trail/>)

State Link Policy (<https://dir.texas.gov/resource-library-item/state-website-linking-privacy-policy>)

Texas Veterans Portal (<https://veterans.portal.texas.gov>)