League of Oregon Cities

Questions and Answers

RFP 2680 | RFP 2685 | RFP 2690

This document consolidates questions received by the League of Oregon Cities (LOC) and the answers provided for the following open solicitations:

- **RFP 2680:** Promotional Products, Branded Apparel, and Visual Communications
- **RFP 2685:** Merchant Services and Payment Solutions for Government and Education
- **RFP 2690:** Short-Term Vehicle Rental and On-Demand Transportation Services

Questions have been edited for clarity and to remove proposer-identifying information. Where multiple proposers asked the same or substantially similar question, the question appears once with a consolidated answer. Q&A responses are posted for informational purposes in accordance with Section 4.1.2 of each RFP. In the event of a conflict between this document and the RFP, the RFP and any formally issued addenda govern.

All solicitation documents, including the template Master Price Agreement, Vendor Administration Agreement, Intergovernmental Cooperative Purchasing Agreement, and fillable Proposer Profile Workbook, are available at: https://npp.box.com/s/8pqpdmpki7jqcwj0xjzv6re3w2wqsqou

RFP 2680: Promotional Products, Branded Apparel, and Visual Communications

Solicitation Documents and Submission

Q1. Please provide the fillable Proposer Profile Workbook (Attachment B), the Intergovernmental Cooperative Purchasing Agreement (Attachment A), the NPPGov Vendor Administration Agreement (VAA) including Addendum A, and the form of Master Price Agreement (MPA), including the indemnification language referenced in Section 3.3.1.

A: All referenced documents, including a fillable version of Attachment B and a draft of the VAA, can be found at https://npp.box.com/s/8pqpdmpki7jqcwj0xjzv6re3w2wqsqou.

Q2. Section 4.1.3 states that proposals are due "end of day" on November 13, 2026. Please confirm the exact closing time and time zone.

A: Proposals are due by the end of the day, 11:59 p.m. Pacific Time (PT), on November 13, 2026.

Proposer Eligibility and References

Q3. Is it acceptable for a small, woman-owned business that is new to government contracting to submit a proposal?

A: Yes. LOC encourages Minority and Women-owned Small Business Proposers to submit proposals (RFP Sections 1.7 and 5.1.1.6). A national presence is not required. Per Section 1.4, the requirement to serve Participating Agencies nationally does not exclude local Proposers able to meet LOC's requirements within Oregon, and LOC may award multiple contracts on a local, regional, and national basis.

Q4. PPW Section 1.2 asks for three government-agency references from the last year and states that if the proposed products or services are new to market, the most similar business references may be used. Attachment E, Step 1 lists "Included references (REQUIRED)." May a proposer with commercial or organizational customers, but few or no government customers, satisfy the requirement with commercial references? Does a proposer that is new to the public-sector market qualify for the new-to-market provision? What look-back period applies, and are reference letters required?

A: PPW Section 1.2 requires at least three references from government agencies in the United States or Canada that purchased products or services similar to those specified in the solicitation from the Proposer within the last year. The alternative of using the most similar business references available applies only where the proposed products or services are new to market. Reference letters are not required.

LOC cannot review individual product descriptions or determine eligibility for any Proposer before proposals are submitted. There is no response to this question that will automatically disqualify a proposal; however, Proven Experience is one of the evaluation criteria and carries a weight of 15 (Attachment E).

Q5. For a proposer resident in another state (e.g., Colorado), how is the ORS 279A.120 nonresident preference applied, and does it affect scoring or only price comparison?

A: Preference is given to goods made in Oregon when price, fitness, availability, and quality are otherwise equal. Under ORS 279A.120 and Section 5.1.1.3, LOC adds a percentage to a nonresident Proposer's price equal to the preference, if any, that the Proposer's state of residence gives its own resident bidders.

Q6. Are there any restrictions on products manufactured in China or by other overseas manufacturers?

A: The RFP does not prohibit products manufactured outside the United States. Proposers should review the following sections of the RFP:

- Build America, Buy America (PPW Section 12.0)
- 2 C.F.R. Part 200 (PPW Section 2.8)
- Insurance (Section 3.3)
- Applicable law (Sections 1.3.1 and 2.4, and Attachment F)

Categories and Scope

Q7. Is a proposal limited to selected categories (e.g., Categories 2 and 9) acceptable, and will it be scored only on those categories? Is coverage of Alaska, Hawaii, and Canada required? Is a proposer that serves the entire United States, but not Canada, eligible for a national award?

A: Yes. Proposers are not required to respond to all categories, and proposals are evaluated only on the categories proposed (Attachment C). Coverage of Alaska, Hawaii, and Canada is not required. A proposer that serves the entire United States, but not Canada, is eligible for a national award; serving Canada is not required.

Q8. Could a particular product (for example, preserved-flower commemorative gifts) be considered under Category 6 or Category 10?

A: LOC does not pre-classify products before proposals are evaluated. Proposers may place products in the category they believe fits best. Per Attachment C, the categories show the intended extent of the RFP and are not meant to limit responses.

Q9. For Category 9 (Online Stores), may a Participating Agency's schools, departments, or affiliated groups order through separately branded online stores at the contract price, and are there any limits on how agencies or their groups may resell?

A: Separately branded storefronts may be set up for a Participating Agency's own departments and schools at contract pricing when the Participating Agency is the purchaser. Affiliated groups that are separate legal entities must independently qualify as Participating Agencies to purchase under the Master Price Agreement.

Q10. Does LOC have a list of known or established items, or more detailed specifications (dimensions, materials, quantities), across the product categories that can be shared for pricing purposes (e.g., banners, forms, direct mail, printed collateral)?

A: No. This is an interstate cooperative procurement solicitation, and it does not pertain to a single or specific project. Participating Agencies are made up of a wide range of government entities of all sizes across North America (Sections 1.1 and 1.2, and Attachments G and H); therefore, it is not possible to provide the type of detail requested.

Pricing

Q11. A proposer's price list is an online price book that calculates a price for each garment, decoration method, and quantity, and is shown to the buyer before purchase. May Attachment D, Option A

reference that price book as the "catalog," and should a printable export be uploaded under Section 4.5.9?

A: Yes. Under Option A, the Proposer must identify the catalog used (Section 2.3.1). An online price book may serve as the catalog. Under Section 4.5.9, Proposers must upload complete, current catalog pricing with the proposal. Under Section 2.3.2, the Proposer may also provide a weblink to current listings, which may be updated as allowed by the Master Price Agreement.

Q12. Is a proposal with a single percentage off list price for a category acceptable if the percentage is modest, and is there a minimum discount below which a proposal is not responsive?

A: A single percentage off list price for each category is acceptable (see Attachment D). The RFP does not set a minimum discount. Pricing is scored under Attachment E, with a weight of 25, based on how favorable the pricing is for cooperative purchasing.

Q13. Please confirm that the 2% Contract Administration Fee is assessed on net sales excluding itemized freight and taxes.

A: Yes. Under Section 1.3.3 of the RFP, the Contract Administration Fee is 2% of Net Sales under the Master Price Agreement. The VAA defines Net Sales as gross sales of products and services to Members and other Participating Agencies directly related to the Master Price Agreement, less returns, taxes, credits, and shipping costs.

Q14. Participating Agencies pay the vendor directly (Section 1.3.1). Does LOC set a required payment method or payment timeframe, and may a vendor state its accepted payment methods (e.g., credit or purchasing card, purchase order) in its proposal?

A: LOC does not set a required payment method or timeframe. Under Section 1.3.1, the successful Proposer works directly with each Participating Agency on orders, invoicing, and payment.

Insurance

Q15. Section 3.3.3 does not state insurance limits. What minimum coverage amounts apply to Commercial General Liability, Automobile Liability, umbrella coverage, and Workers' Compensation/Employer's Liability?

A: The RFP and Master Price Agreement do not specify minimum coverage limits. Per MPA Article 5.1, coverage must be of the kind and in the amounts generally carried by reasonably prudent providers in the industry. Under Section 3.3, each Proposer is responsible for submitting appropriate insurance coverage for its products, services, and operations. Coverage must include the types listed in Section 3.3.3 and meet the requirements of Section 3.3.2. These include an insurer licensed in Oregon, or one authorized to do business in Oregon and approved by LOC; primary coverage; LOC named as Additional Insured on all policies except Workers' Compensation; and a waiver of subrogation.

Q16. A proposer that does not own or lease vehicles, or that delivers only by common carrier, may carry hired and non-owned auto coverage. Does that satisfy the Automobile Liability requirement in Section 3.3.3.2?

A: Section 3.3.3.2 requires Automobile Liability Insurance and, if necessary, Commercial Umbrella Insurance. It does not specify a form of auto coverage. Proposers should describe the Automobile Liability coverage they carry, including hired and non-owned auto coverage where applicable, and how that coverage fits their delivery model.

Q17. Is proof of insurance required with the proposal, or only before the Master Price Agreement is executed?

A: Proof of insurance is not required at submission. Under Section 3.3.2, award is contingent on the required policies and endorsements, which must be provided before the Master Price Agreement is executed.

RFP 2685: Merchant Services and Payment Solutions for Government and Education

Solicitation Documents and Submission

Q1. Please provide the Master Price Agreement, the NPPGov Vendor Administration Agreement and its Addendum A, the Intergovernmental Cooperative Purchasing Agreement, the Participating Agency Endorsement and Authorization, a fillable Proposer Profile Workbook (Attachment B), and any other documents an awarded vendor must execute.

A: All referenced documents, including a fillable version of Attachment B, can be found at https://npp.box.com/s/8pqpdmpki7jqcwj0xjzv6re3w2wqsqou.

Q2. What is the exact closing time and time zone for the November 13, 2026 deadline? Are there portal registration requirements, upload size limits, or submission restrictions beyond the requirement for one electronic PDF proposal? Must the upload be fully completed by the deadline?

A: Proposals are due by the end of the day, 11:59 p.m. Pacific Time (PT), on November 13, 2026. Proposals are submitted via the link on page 1 of the RFP. No portal registration is required.

Q3. Must the completed workbook, pricing schedule, catalog/rate sheets, certifications, and proposal be combined into one PDF, or may Excel workbooks and supporting files be uploaded separately?

A: The RFP does not require all components of the proposal to be combined into a single PDF. Supporting files, including Excel pricing workbooks, may also be uploaded.

Q4. By what date and time must clarification requests be received? Will Q&A responses be incorporated into a formal addendum, and where can proposers obtain the complete set of Q&A documents and addenda? Have any addenda been issued?

A: Clarification requests must be received at rfp@orcities.org by 11:59 p.m. Pacific Time on November 3, 2026 (10 calendar days before closing). Q&A responses are posted on the LOC website for informational purposes. All Q&As and addenda will be posted on the LOC website in accordance with Section 4.1.2. There have been no addenda.

Intent, Award, and Background

Q5. Is LOC seeking an implementation for LOC itself, or primarily a cooperative master agreement that Participating Agencies may use independently?

A: The intent of the RFP is to award a Master Price Agreement that will be made available to LOC, NPPGov members, and other Participating Agencies (Section 1.1). This is an interstate cooperative procurement solicitation, and it does not pertain to a single or specific project.

Q6. Does LOC currently offer this type of contract to its members? Is there a current contract holder or incumbent provider, and if so, who is it, when does it expire, how many agencies use it, and do different departments currently have different pricing models or rates? May the prior Master Price Agreement, pricing schedule, amendments, and utilization information be provided?

A: No. LOC does not currently offer this type of contract to its members, and there is not an incumbent merchant-services provider or prior contract. Please review the intent of the RFP in Section 1.1.

Q7. Must a proposer respond to all nine product categories, or may it respond only to relevant categories? How will partial-category proposals be scored?

A: Proposers are not required to respond to all categories. Proposals will be evaluated only on the categories to which they respond (Attachment C). Product Line is scored on the breadth, variety, quality, and innovation of what is offered (Attachment E).

Q8. May a proposer respond to selected functions within a category (particularly Categories 3 and 4) without being deemed nonresponsive? How will unoffered functions within a proposed category affect Product Line scoring?

A: Yes. Clearly identify offered and unoffered functions; this will not render a proposal nonresponsive. Product Line is scored on the breadth, variety, quality, and innovation of what is offered, so a narrower offering may score lower on breadth.

Q9. Will awards be made by category, geography, solution type, or agency segment, or could multiple providers be awarded within the same category? Approximately how many awards are anticipated? How will Participating Agencies choose among multiple awarded vendors? Are agencies seeking a single provider across all categories or best of breed?

A: Multiple awards may be granted, provided they are differentiated by product make and model, service, and/or distribution regions and capabilities of the successful Proposers (Section 1.4). Award decisions will be made in accordance with Section 5.1 and Attachment E. There is no predetermined number of awardees. Proposers are not required to respond to all categories (Attachment C). The Master Price Agreement is not exclusive, and utilization is at the sole discretion of each Participating Agency (Section 1.5; MPA Article 2.4).

Q10. Will proposals receive one overall score, separate category scores, or both? How does the breadth of selected offerings affect scoring and award decisions?

A: Refer to Section 5.1 and Attachment E.

Q11. How will pricing be evaluated when one proposal separately charges for technology and services while another funds those items through processing? Under which evaluation factors will LOC assess technology supplied without separate charges, collective qualification, and Category 9 capabilities?

A: All proposals will be evaluated in accordance with Attachment E.

Q12. Attachment E's pricing criterion references PPW Section 7.0 (delivery and freight), and the Product Line criterion references Section 9.0 (warranties). Are these references intentional, or will a corrected evaluation crosswalk be issued?

A: No corrected crosswalk will be issued. Answer "N/A" where a section does not apply.

Volumes, Agency Data, and Existing Systems

Q13. What does the estimated $25 million annual value in Section 1.2 represent (gross payment volume, card-processing volume, vendor revenue, total contract sales, or another measure), and how was it calculated? Please provide historical volume, agency counts, transaction mix, category mix, and expected adoption.

A: The basis for the estimate is stated in Section 1.2. No additional data will be provided.

Q14. Can LOC/NPPGov provide estimated annual processing volumes, transaction counts, average ticket, in-person vs. card-not-present mix, ACH/eCheck share, breakdowns by department, agency

type, region, or payment method, or representative agency pricing scenarios? If not, may proposers provide their own clearly stated scenarios?

A: No. This RFP is an interstate cooperative solicitation. LOC is the Lead Contracting Agency, and the resulting Master Price Agreement will be made available to NPPGov members and other Participating Agencies (Section 1.1). The basis for the estimated annual value is stated in Section 1.2. No additional data will be provided, and LOC will not provide pricing scenarios, volumes, or transaction data.

Q15. Can LOC provide examples of the types and sizes of agencies expected to use the resulting agreement, including typical annual payment volumes and transaction mix across payment channels?

A: Participating Agencies are made up of a wide range of government entities of all sizes across North America. Eligible Participating Agencies are further described in the Notice of Solicitation, Sections 1.1 and 1.2, and Attachments G and H. No additional data will be provided.

Q16. What payment processors, gateways, ERP, financial management, utility billing, student information, cashiering, permitting, court, treasury, or other systems are currently used by Participating Agencies? Will the awarded vendor be required to integrate with any LOC software products? Are there mandatory named systems a responsive proposal must already integrate with, or should proposers describe existing connectors and their process and pricing for additional integrations?

A: This information is not available and will not be provided. The RFP does not require integration with any specific named system.

Q17. Are there preferred or currently deployed terminal, PIN pad, kiosk, unattended-device, or other hardware standards that an awarded provider may need to support?

A: The RFP does not specify hardware standards. Information on currently deployed hardware will not be provided. All products offered must be new, unused, and the most current product lines, unless otherwise clearly identified as remanufactured goods (Section 2.2.2).

Q18. What fraud challenges are agencies currently experiencing, and what are their current challenges with reconciliation and GL posting?

A: This information will not be provided.

Q19. Does LOC currently pass a convenience fee on to its payers, or does it pay its current vendor for processing fees? Does this differ by department or Merchant ID, what fees does the current vendor charge, and is LOC open to changing the fee structure (e.g., from absorbed to convenience fee, or vice versa)?

A: There is not an incumbent merchant-services provider, and this information will not be provided. Convenience and service fee programs are within scope (Attachment C, Category 8), and proposers may propose the fee structures they offer. Use of the Master Price Agreement, including any fee structure, is at the sole discretion of each Participating Agency (Section 1.5).

Scope and Solution Delivery

Q20. For Category 4 (School, District, and Campus Payment Solutions), does LOC expect proposers to provide student information systems and campus commerce platforms, or may proposers partner with third-party integration providers? More generally, may functionality be delivered through a

combination of native software, third-party products, existing integrations, and scoped custom development?

A: Proposers may partner with third parties. The RFP does not restrict how functionality is delivered. Per Attachment D, proposers may subcontract items they do not supply. Proposers should describe any third-party, subcontracted, or custom-developed components in Attachment B, Section 3.3. The RFP does not require integration with any specific named system.

Q21. May a prime contractor assume responsibility for contract administration, compliance, and agency coordination while an identified technology and merchant-services partner supplies the platform, hardware, processing, deployment, and support? What teaming documentation must accompany the proposal?

A: Subcontracting is permitted. Refer to Attachment D and Attachment B, Section 3.3.

Q22. May an authorized independent sales representative submit a proposal jointly with, or on behalf of, the processing company?

A: The RFP does not address joint proposals. The Master Price Agreement is awarded to, and executed by, the successful Proposer, which is responsible for performance under the agreement. The proposal must be signed by a person authorized to sign proposals in the name of the Proposer (Section 5.6). Subcontracting is permitted; refer to Attachment D and Attachment B, Section 3.3. Authorized dealers or distributors may be identified in Attachment B, Sections 3.1.A and 3.1.B.

Q23. Are convenience fee and service fee programs in scope? Does LOC anticipate agencies using them, and are there preferred fee models or requirements beyond card brand rules and state or local law?

A: Yes. Convenience and service fee programs are within scope (Attachment C, Category 8, which includes program design consistent with card brand rules and state law). Use of the Master Price Agreement, including any such program, is at the sole discretion of each Participating Agency (Section 1.5). The RFP does not specify preferred fee models or requirements beyond those stated in Attachment C, which asks proposers to outline how their solutions comply with card brand rules governing convenience and service fees, and Section 1.3.1, which requires compliance with the laws, rules, and regulations of each state, province, and locality where the product or service is provided.

Q24. Would Category 9 encompass payment-related inventory and merchandise management, ingredient tracking, order fulfillment, staff access and transaction controls, patron loyalty and engagement, gift programs, and connected online/on-site commerce?

A: Those functions may be proposed under Category 9 to the extent they are integrated with or directly support payment acceptance. Products that are not reasonably related to merchant services and payment solutions are outside scope (Section 2.3.2).

Q25. Where a solution combines functions from several categories, may the proposer present one integrated offering with a category cross-reference matrix and consolidated pricing?

A: Yes. A cross-reference matrix and consolidated pricing are acceptable.

Q26. How should proposers distinguish currently available functions from anticipated future offerings, and what process applies to payment-related enhancements developed during the contract term?

A: Label future offerings separately with anticipated availability; evaluation will focus on currently available functions. Post-award additions follow Section 2.3.2 (within the intent of the RFP, priced consistently, and subject to LOC approval).

Processing-Funded Technology and Collective Qualification

Q27. May a proposer offer hardware, software, licensing, implementation, integrations, training, and support at no separate charge to qualifying Participating Agencies, with those costs funded through the merchant-processing relationship and all processing charges fully disclosed?

A: Yes. Please disclose any charges triggered by early termination or failure to meet eligibility, if applicable. Hidden or undisclosed costs are not permitted.

Q28. May such an offering use disclosed eligibility criteria based on processing volume, transaction characteristics, deployment requirements, and ongoing service costs? What level of detail is required?

A: Yes, provided the criteria are objective, stated in the proposal, and applied uniformly to all Participating Agencies (Section 1.3.1). The RFP does not prescribe a specific level of detail; proposers should determine the level of detail appropriate to their offering.

Q29. May multiple independently participating agencies be evaluated collectively for technology-funding eligibility, with each agency retaining separate merchant accounts, settlement, contractual responsibilities, and access controls? If so, may the vendor administer the group directly?

A: Yes, as a proposer-offered volume incentive (Section 2.3.1(B)), provided it is equally available to all Participating Agencies on disclosed terms, and each agency remains a separate customer with its own agreement, accounts, and obligations. No agency may be made liable for another agency's obligations.

LOC and NPPGov will not establish or administer groups. The vendor may administer a group under participation terms disclosed in its proposal. Participation in any such group is voluntary and requires the consent of each Participating Agency, which may decline to participate or withdraw in accordance with the disclosed terms. Any arrangement among the agencies themselves is governed by each agency's own laws. Each agency must independently qualify as a Participating Agency.

Q30. May collective qualification and its enrollment and administration services be presented as a Category 9 added-value program, with the underlying technology and payment services priced under their applicable categories?

A: It may be described as added value (Section 2.2.4/Category 9), with underlying products and services priced under their applicable categories.

Pricing

Q31. The RFP identifies a fixed discount from a catalog as preferred. May a proposer that does not maintain a catalog propose interchange-plus/pass-through pricing (interchange and card-network charges at actual cost, plus a defined percentage and/or per-transaction markup), with separate pricing for processing, gateway, terminals, ACH, chargebacks, PCI services, implementation, and optional services?

A: Yes. Interchange-plus pricing with a complete fee schedule is acceptable under Option B (Section 2.3.1), with a brief justification for not using a catalog discount. Pricing must be fully disclosed; hidden or undisclosed costs are not permitted. Proposers should present pricing in a format that best represents their product line and pricing structure, including pricing on all options, modifications, and accessories (Attachment D).

Q32. How may pricing change during the four-year term and optional one-year extension? How should changes in interchange, card-network assessments, regulatory, tax, and other third-party costs be handled, as distinct from vendor-controlled markup?

A: Interchange, card-network assessments, and other third-party pass-through costs may change as imposed, at actual cost with no markup, upon notice to affected agencies; LOC approval is not required. Vendor-controlled markup and fees are firm for the 60-day price hold (Section 4.3). Thereafter, pricing in Attachment A of the Master Price Agreement remains fixed for the Initial Term unless Attachment A expressly provides otherwise (MPA Article 4.1). Please also see Section 2.3.1(B), Attachment D, and MPA Articles 4.3 and 4.5.

Q33. May a proposer offer agency-specific or volume-based pricing based on transaction volume, risk, payment channels, MCC, geography, or implementation complexity, or must every agency receive identical pricing?

A: Proposal terms and pricing must be made available to all Participating Agencies (Section 1.3.1). Proposers may offer additional discounts based on volume or other pricing incentives (Sections 2.3.1(B) and 2.3.3), provided the criteria are objective, stated in the proposal, and applied uniformly to all Participating Agencies. Price reductions may be offered at any time (MPA Article 4.5).

Q34. For a bundled offering with no separate implementation charge, will a schedule identifying included labor, equipment, travel, integration, and support deliverables satisfy the installation cost breakdown and catalog-pricing requirements, or must internal costs be disclosed?

A: A schedule of included deliverables (labor, equipment, travel, integration, support) satisfies PPW Section 10.2 and RFP Section 4.5.9. Internal costs need not be disclosed.

Contract Administration Fee

Q35. How is "actual net sales" defined for the 2% Contract Administration Fee as applied to merchant acquiring and payment processing services? Is the fee assessed on total processing volume, gross or net processing revenue, interchange and assessments, pass-through costs, refunds, chargebacks, taxes, equipment, implementation, software fees, or payer-paid convenience fees?

A: Per the Vendor Administration Agreement, "Net Sales" means the gross sales for products and services to Members and other Participating Agencies directly related to the Master Price Agreement, less returns, taxes, credits, and shipping costs. The administrative fee is 2% of Net Sales. Funds collected on behalf of, and remitted to, Participating Agencies, including processed payment principal, and third-party charges passed through at cost without markup, are not included in Net Sales.

Q36. When hardware, software, implementation, or support is supplied at no separate charge through a processing-funded model, is any imputed catalog value included in the administrative-fee base?

A: No. No imputed value is included for items supplied at no separate charge; the fee applies only to revenue actually received under the Master Price Agreement.

Q37. What are the administrative-fee reporting, payment, reconciliation, audit, and dispute procedures? Is the fee paid monthly, quarterly, or annually, and how should revenue be attributed to Participating Agencies and NPPGov Member IDs?

A: See the Vendor Administration Agreement. Reporting is quarterly. The NPPGov Member ID is used to track transactions from each Participating Agency that utilizes the agreement. Proposers should describe how they will track and report sales in Attachment B, Section 2.5.

Q38. Is the 2% administrative fee a fixed, mandatory rate or a baseline minimum? May proposers offer an enhanced or tiered administrative fee or revenue share back to LOC and Participating Agencies (e.g., under Section 2.2.4)?

A: Successful Proposers servicing the awarded contract shall pay a Contract Administration Fee of 2% of actual net sales under the Master Price Agreement, as established in the NPPGov Vendor Administration Agreement (Section 1.3.3). Section 2.2.4 identifies "additional admin fee" as an example of additional benefits a proposer may offer. The administration fee may not be listed or charged as a separate line item to users of the contract (Section 1.3.3; Attachment D).

Proposers may identify any added value offered to LOC and Participating Agencies under Section 2.2.4, and any additional pricing incentives, such as large volume purchases, cash terms, or rebates to Participating Agencies, under Section 2.3.3 and Attachment D. Steeper discounts are preferred to rebates (Section 2.3.3). Any such incentive must be stated in the proposal and made available to all Participating Agencies on the same terms (Section 1.3.1). The value of rebates does not affect the amount of the administration fee paid to NPPGov (Section 1.3.3). Any revenue-share proposition must be addressed with NPPGov under the Vendor Administration Agreement.

Q39. May a proposer include an independent, nonprofit-administered scholarship or charitable program in its proposal (e.g., as Additional Benefits/Value-Added Services)? If so, is there a preferred placement?

A: The RFP does not address scholarship or charitable programs. Proposals will be evaluated solely on the criteria in Section 5.1 and Attachment E, and a scholarship or charitable program is not an evaluation criterion. There is no preferred placement for such information.

Coverage and Eligibility

Q40. Does "national" coverage require physical retail, distribution, and support locations in each state, or will centralized nationwide support qualify? The workbook refers to a national sales territory of 25 or more states, while Attachment E describes national coverage as the entire or continental United States. Which governs, and how are Alaska and Hawaii treated?

A: The 25-state threshold only determines who completes PPW Section 1.1. Attachment E governs coverage classification. Physical facilities in each state are not required; national capability may be shown through centralized remote support, direct shipment, and documented service partners. Alaska and Hawaii are considered under the Coverage criterion. Proposers should describe their coverage, including any limitations, in Attachment B, Section 3.1 and Exhibit 1.

Q41. Is Canada participation mandatory or optional? If applicable, what provinces, currencies, payment methods, privacy laws, tax handling, and bilingual-service expectations apply?

A: Canada coverage is optional. The RFP seeks coverage in Canada "where feasible" and "if applicable" (Sections 1.1, 1.4, and 2.1.1; Attachment E).

Q42. Why are Washington institutions referenced in the RFP? Is the Attachment G WIPHE commitment required for all proposers, and must the same pricing be offered to Washington higher-education institutions?

A: Washington Institutions of Public Higher Education (WIPHE) members identified in Attachment G are among the Participating Agencies eligible to use the resulting Master Price Agreement. The Attachment G WIPHE Response Form must be returned with the proposal; however, the commitment to sell to WIPHE institutions is not required.

Q43. For an established platform with limited government customers, may comparable private-sector references supplement government references?

A: Refer to Attachment B, Section 1.2.

Compliance, Security, and Service Standards

Q44. What evidence is required for PCI DSS, SOC 1/SOC 2, EMV, NACHA, WCAG/Section 508, and FERPA compliance? Which certifications are mandatory at submission, and may a proposer document attestations held by its platform, gateway, processor, and hosting providers? Should respondents anticipate additional security questionnaires during evaluation or onboarding?

A: The RFP does not list any certification or report as a mandatory submission item. Proposers should identify current certifications and reports, including those held by third-party providers, as requested in Attachment C.

Q45. What implementation, integration, training, support, uptime, incident-response, disaster recovery, chargeback, refund, settlement, reporting, data residency, retention, and transition standards apply? Are there mandatory minimums?

A: The RFP and Master Price Agreement do not establish minimum requirements.

Q46. Who is responsible for PCI scope, data protection, breach notification, records retention, and privacy compliance for Participating Agencies, particularly schools and Canadian agencies?

A: The Vendor must comply with all applicable laws, rules, and regulations in each state, province, and locality where the product or service is provided (Section 1.3.1; MPA Article 10.1), and should outline how its solutions comply with applicable standards, including FERPA where student data is involved (Attachment C). The RFP and Master Price Agreement do not otherwise allocate these responsibilities between the Vendor and Participating Agencies.

Q47. For federally funded purchases, should Davis-Bacon, federal grant procurement, and Build America, Buy America requirements be addressed according to each Participating Agency's purchase and funding source? What must be submitted with the proposal?

A: Federal requirements apply only when a Participating Agency uses federal funds, per MPA Article 10.3 and Attachment D. Refer to Attachment B, Sections 2.7, 2.8, and 12.0, and Exhibit 3.

Contract Terms, Liability, and Agency Agreements

Q48. Which contract provisions are non-negotiable, and may proposers submit exceptions to the Master Price Agreement and VAA as well as to the RFP?

A: The RFP does not designate specific provisions as non-negotiable. Proposers may submit exceptions to the RFP, the Master Price Agreement, and the Vendor Administration Agreement.

Q49. May Participating Agencies execute merchant-processing, acquiring-bank, gateway, software, and deployment agreements in addition to the cooperative documents? What is the order of precedence?

A: Yes. Proposers requiring Participating Agencies to agree to additional terms should include them with the proposal per Attachment B, Section 8.0. Any terms that conflict with the RFP must be listed as exceptions per Section 4.4. Under the Master Price Agreement, conflicts are resolved in the following order of priority: (i) the Master Price Agreement; (ii) the RFP; (iii) the Vendor's Proposal.

Q50. May Participating Agencies add legal, privacy, security, insurance, or procurement provisions, and may a vendor decline agency-specific terms without losing access to the Master Price Agreement?

A: Participating Agencies are not parties to the Master Price Agreement and may not modify it. A Participating Agency may request additional legal, procedural, or other provisions to meet its state, provincial, or local requirements, and those provisions apply only upon written agreement between the Participating Agency and the Vendor (Section 1.3.2).

Q51. May individual agency agreements have defined service terms and equipment ownership or return provisions supporting a processing-funded deployment, and may they continue beyond expiration of the Master Price Agreement?

A: Agency-specific terms, including service terms and equipment provisions, may be agreed between the vendor and each Participating Agency (RFP Section 1.3.2; MPA Article 23). Survival of agency agreements beyond the term of the Master Price Agreement is governed by MPA Article 19.

Q52. Since LOC and NPPGov disclaim direct liability, who bears responsibility for settlement risk, ACH returns, chargebacks, fraud losses, data incidents, unpaid invoices, and agency defaults?

A: LOC and NPPGov will not incur any direct liability with respect to purchases by Participating Agencies (Section 1.3.1; MPA Article 2.6.1 and Attachment C). The successful Proposer must work directly with each Participating Agency concerning the placement of orders, disputes, invoicing, and payment, and disputes are resolved directly between them under the laws of the state in which the Participating Agency exists (MPA Article 2.6.1).

Q53. How does the non-assignment clause affect a vendor's use of affiliates, processors, gateways, terminal manufacturers, and subcontractors?

A: The non-assignment provisions (RFP Section 5.4; MPA Article 18; VAA Section 31) govern assignment of the agreements themselves. Subcontracting is permitted; per Attachment D, proposers may subcontract items they do not supply. Proposers should describe any third-party or subcontracted components in Attachment B, Section 3.3. The Vendor remains responsible for its subcontractors' performance, including indemnification and insurance obligations (MPA Articles 5.1 and 6.1).

Q54. Please provide insurance limits and confirm whether technology errors and omissions, cyber liability, professional liability, crime/fidelity, automobile, or workers' compensation coverage is required. Do the additional-insured and waiver-of-subrogation requirements apply to every listed policy?

A: The RFP and Master Price Agreement do not specify coverage limits. Per MPA Article 5.1, coverage must be of the kind and in the amounts generally carried by reasonably prudent providers in the industry. Additional-insured and waiver-of-subrogation requirements apply as stated in RFP Section 3.3.2 and MPA Article 5.5.

Q55. What protection is available for confidential rate sheets, security documentation, SOC reports, and proprietary materials?

A: Proposers should mark those aspects of the proposal they consider trade secrets and exempt from public disclosure (Section 4.1.3). Please note that the Master Price Agreement, including Attachment A and all pricing information contained in Attachment A, is a public document.

Marketing and Contract Utilization

Q56. What level of marketing participation is expected from awarded providers (conferences, member outreach, webinars, sales-force training, marketing commitments, lead generation), and what support will NPPGov provide?

A: Refer to Section 2.1.1, Attachment B Section 4.0, and the marketing provisions of the Vendor Administration Agreement (VAA Section 4). Participation in NPPGov marketing programs is encouraged but voluntary (VAA Section 4).

Q57. What is the process by which an eligible agency becomes authorized to purchase under the resulting agreement, including membership, endorsement, quotation, and ordering?

A: Refer to Sections 1.3.1 and 1.3.2.

RFP 2690: Short-Term Vehicle Rental and On-Demand Transportation Services

Solicitation Documents and Submission

Q1. How can proposers obtain the fillable Proposer Profile Workbook, the NPPGov Vendor Administration Agreement with Addendum A, the Intergovernmental Cooperative Purchasing Agreement, the Attachment H list of eligible political subdivisions, and the proposed form of Master Price Agreement?

A: All referenced documents, including a fillable version of Attachment B, the template Master Price Agreement, the Intergovernmental Cooperative Purchasing Agreement, and the WIPHE list, can be found at https://npp.box.com/s/8pqpdmpki7jqcwj0xjzv6re3w2wqsqou.

Q2. Please confirm the proposal submission website address and the specific time and time zone applicable to the "end of day" deadline on November 13, 2026.

A: The link to the submission site is on the first page of the RFP. Proposals are due by the end of the day, 11:59 p.m. Pacific Time (PT), on November 13, 2026.

Scope and Background

Q3. Is the solicitation intended to include operators that deliver a complete transportation service, including vehicles, trained operating personnel, dispatching, technology, customer service, and program management, in addition to vehicle-rental companies and transportation-network providers?

A: The categories in Attachment C indicate the intended extent of the RFP and are not intended to limit proposers to responding to just those categories if there are other related products and services the proposer would like to be considered for the award. Category 9 covers products and services related to short-term vehicle rental and on-demand transportation not otherwise captured in the other categories. Proposers should respond with pricing for all products and services they wish to be considered in the evaluation, and should outline how their service applies to the product category (Attachment C).

Q4. Can LOC or NPPGov provide historical utilization information from comparable transportation agreements, including the number of participating agencies, transaction volume, geographic distribution, and types of transportation services purchased?

A: There is not an incumbent short-term vehicle rental or on-demand transportation services provider.

Proposer Eligibility, Categories, and Coverage

Q5. May a proposer submit a response limited to one category (e.g., Category 7 – Car Share, Motor Pool, and Shared Mobility Programs) and limit the geographic availability of that offering to the State of Oregon, provided those limitations are clearly disclosed?

A: Yes, provided those limitations are clearly disclosed in the proposal.

Categories: Proposers are not required to respond to all categories, and proposals will be evaluated only on the categories to which they respond (Attachment C). Product Line is scored only on the categories proposed (Attachment E).

Geographic coverage: During Step 1 of the evaluation, each proposal is categorized as a Local (within the State of Oregon), Regional, or National response (Attachment E). The RFP expressly provides that the national-presence preference shall not exclude local Proposers without a national presence that are capable of meeting the requirements of LOC within the State of Oregon, and LOC may make multiple awards, including separate local and national awards (Sections 1.1 and 1.4).

Q6. How will a proposer serving multiple states, but not the entire United States, be categorized and scored under the Coverage criterion? May an awarded vendor add states or service territories during the contract term?

A: In Step 1 of the evaluation, a proposal covering multiple states, but not the entire United States, will be categorized as a Regional response (Attachment E). There is no restriction that prevents an awarded vendor from expanding its coverage or service area within North America.

Q7. May Canadian-incorporated transportation companies serving U.S. and Canadian government agencies participate?

A: Yes. Neither the RFP nor the contract documents limit eligibility by where a proposer is incorporated. The solicitation is open to "qualified companies" (RFP Section 1.1) and covers Participating Agencies in the U.S. and Canada (Notice; RFP Sections 1.1, 1.2, and 1.4).

Q8. May a proposer use appropriately licensed operating partners and subcontractors across multiple jurisdictions?

A: Yes. Third-party providers and subcontracting may be allowed (RFP Attachment D; PPW Section 3.3). Participating Agencies may buy through the vendor's authorized dealers and distributors, as long as those dealers extend the Master Price Agreement's pricing and terms (MPA Attachment A).

Q9. May comparable corporate and institutional transportation references supplement government references?

A: PPW Section 1.2 requires at least three government agency references for products or services similar to those solicited, purchased within the last year. Only if the proposed products or services are new to market may the proposer use the most similar business references available instead (PPW Section 1.2).

Q10. What is the difference between distribution centers and support locations in each state (Exhibit 1)?

A: Exhibit 1 is a standard form used across LOC solicitations, so Proposers should apply it in the way that best fits their business model.

Distribution centers are facilities that hold, dispatch, or deliver vehicles or services. Examples include rental branches, airport and off-airport locations, fleet depots, and dispatch or operating bases.

Support locations are facilities that serve customers but do not fulfill orders. Examples include customer service or call centers, account management offices, and maintenance or repair facilities.

Pricing and Payment

Q11. Will the proposal allow vendors to provide a percentage discount off website rates, or are fixed prices required?

A: Fixed prices are not required. Under Section 2.3.1, Option A is the preferred pricing method: a fixed percentage off the Proposer's published catalog or retail price. A published website rate is an acceptable base price.

Q12. For operated transportation services that do not have a published catalog, will a comprehensive rate card submitted under Pricing Option B satisfy the requirement to upload complete, current catalog pricing?

A: Under Option B, contract pricing may be based upon fixed prices, with contingencies for economic price adjustment identified in the proposal, provided the proposer includes a justification for not using Option A (Section 2.3.1). Proposers should provide pricing on all options in a format that best represents their product line and pricing structure (Attachment D).

Q13. May pricing be submitted by vehicle category or class, service type, geographic or labor market, and operating schedule, instead of a single nationwide rate? May each Participating Agency's final pricing then be established through a statement of work consistent with the methodology in the awarded rate card?

A: Yes. Pricing may be organized by vehicle class and service type. Proposers may organize or combine the Attachment C categories and elements in whatever format is most appropriate to represent their business (RFP Attachment C), may add categories and sub-categories (RFP Attachment D), and may price options in the format that best fits their pricing structure (RFP Attachment D, "Options"). Pricing and the resulting relative discount shall be clearly delineated.

Participating Agencies place orders directly with the Vendor by purchase order (Section 1.3.1; MPA Articles 1.6 and 2.1) and pay the pricing specified in Attachment A of the Master Price Agreement (MPA Article 4.1). Price reductions may be offered at any time (MPA Article 4.5).

Q14. May pricing include minimum service commitments for an individual assignment, such as minimum operating hours or contract term? May mobilization, vehicle delivery, vehicle branding, technology implementation, and other project-specific startup costs be identified separately?

A: Proposers should state any minimum order requirements in Attachment B, Section 6.3, and in their pricing. Costs such as mobilization, delivery, branding, and implementation may be identified separately in the pricing (Attachment D, Options and Miscellaneous; Section 2.3.4). Except as specifically set forth in Attachments A and G of the Master Price Agreement, Participating Agencies are not responsible for any additional costs or expenses incurred by the Vendor (MPA Article 4.4).

Q15. Under Pricing Option B, what documentation will LOC accept to support adjustments for changes in labor, insurance, vehicle, maintenance, and fuel costs? How frequently may an awarded vendor request adjustments during the four-year term and possible extension?

A: Proposers using Option B must identify contingencies for economic price adjustments in the proposal, and may request price increases based on manufacturer costs, cost of labor, and/or materials, which must be supported by appropriate documentation. If LOC agrees to the price modification, LOC will approve it in writing, including by electronic mail. Such a change may require a written amendment to the Master Price Agreement (Section 2.3.1(B)).

Q16. Is Loss Damage Waiver (LDW) required to be included in the rental rate?

A: No. The RFP does not require Loss Damage Waiver to be included in the rental rate.

Q17. Will payment be made through ACH or credit cards?

A: Under Section 1.3.1, the successful Proposer works directly with each Participating Agency on ordering, invoicing, and payment. Payment methods will vary by Participating Agency and may include ACH, credit or purchasing card, or check.

Q18. Is the 2% NPPGov Contract Administration Fee calculated on net sales after excluding taxes, tolls, permits, government fees, and reimbursed third-party or pass-through expenses? How frequently must sales be reported and the fee remitted?

A: Per the Vendor Administration Agreement, "Net Sales" means the gross sales for products and services to Members and other Participating Agencies directly related to the Master Price Agreement, less returns, taxes, credits, and shipping costs. The administrative fee is 2% of Net Sales. Funds collected on behalf of, and remitted to, Participating Agencies, and third-party charges passed through at cost without markup, are not included in Net Sales. No imputed value is included for items supplied at no separate charge; the fee applies only to revenue actually received under the Master Price Agreement. Reporting and payment are quarterly.

Participating Agency Orders and Contract Terms

Q19. Will each Participating Agency define its service area, operating hours, vehicle requirements, performance standards, insurance limits, and other project-specific requirements through its own purchase order, statement of work, or service agreement? May an awarded vendor decline an order or additional agency terms that are not operationally or financially feasible without penalty, default, or adverse effect on its Master Price Agreement?

A: The successful Proposer must work directly with Participating Agencies concerning the placement of orders, disputes, invoicing, and payment (Section 1.3.1). Purchase orders issued under the Master Price Agreement are subject to its terms (MPA Article 2.3). Participating Agencies are not parties to the Master Price Agreement and may not modify it. A Participating Agency may request additional legal, procedural, or other provisions to meet its state, provincial, or local requirements, and those provisions apply only upon written agreement between the Participating Agency and the Vendor (Section 1.3.2). Any such agreement applies solely between the Vendor and that Participating Agency and does not modify the Master Price Agreement for LOC or any other Participating Agency (MPA Article 23).

Q20. The RFP identifies required types of insurance coverage but does not state numerical limits. What insurance limits will apply at the Master Price Agreement level?

A: The RFP and Master Price Agreement do not specify coverage limits. Per MPA Article 5.1, coverage must be of the kind and in the amounts generally carried by reasonably prudent providers in the industry.

Q21. Do the labor provisions contained in Attachment F apply only to services performed within Oregon, or do they apply to Participating Agency orders performed in every state?

A: The successful Proposer shall comply with the requirements of Attachment F to the extent required by any applicable federal or state law (Attachment F). Successful Proposers must also comply with the state and local laws, rules, and regulations in each state, province, and locality where the product or service is provided (Section 1.3.1).

Q22. Will Participating Agencies using Federal Transit Administration funds be permitted to issue orders under the resulting agreement? If so, will applicable federal transit clauses be incorporated into the Master Price Agreement or separately into each Participating Agency's order?

A: Utilization of the Master Price Agreement is at the sole discretion of each Participating Agency, and Participating Agencies are urged to seek independent review by their legal counsel to ensure compliance with all local and state or provincial solicitation requirements (Section 1.5). It is the responsibility of each Participating Agency to ensure it has met all applicable solicitation and procurement requirements (Intergovernmental Cooperative Purchasing Agreement, Article 2).

When a Participating Agency procures products and services under the Master Price Agreement using United States federal funds, the procurement is subject to MPA Attachment D, Requirements for Procurements Utilizing Federal Funds and Grants, and the Vendor shall comply with all applicable federal laws, regulations, and requirements, including 2 C.F.R. Part 200 and any additional stipulations based on the source of funding (MPA Article 10.3).