

**ATTACHMENT A – STATEMENT OF WORK (SOW)****Corporate Credit Card Program for Travel-Related Expenses****A. BACKGROUND / PURPOSE**

The Superior Court of California, County of Los Angeles (Court) seeks to establish a Corporate Credit Card Program through a responsible financial institution. The awarded Contractor will provide, manage, and support corporate credit cards for authorized Court personnel for official travel-related expenses, pursuant to a term contract resulting from this RFP.

**B. DETAILED DESCRIPTION OF GOODS AND/OR SERVICES NEEDED**

The Contractor shall provide a turnkey corporate credit card program that includes:

**1. Corporate Credit Card Services**

- Issuance of corporate credit cards to designated Court personnel.
- Ability to configure card limits, card types, and spending controls.

**2. Authorized Expense Categories**

- Travel-related expenses (airfare, lodging, transportation, fuel, parking, tolls, etc.).
- Meals and incidental expenses incurred during Court business travel.

**3. Program Administration & Account Management**

- Online portal for real-time account visibility and administrator control.
- Court designee shall have the ability to add, modify, or deactivate cardholders.
- Standard and custom reporting (monthly statements, transaction logs, audits).

**4. Transaction Controls & Security Features**

- Merchant category code (MCC) restrictions.
- Fraud detection, alerting, and dispute resolution.
- Secure authentication for all system access.

**5. Billing & Reconciliation**

- Centrally billed statement model.

- Clear monthly statements and data feeds to support reconciliation.

### C. APPLICABLE STANDARDS / LEGAL REQUIREMENTS CONTRACTOR MUST ABIDE

The Contractor shall comply with all applicable:

- Federal and State banking regulations.
- Requirements applicable to financial service providers serving public agencies.
- Internal control expectations of the Court's financial policies and audit standards.
- Data security and privacy requirements for financial transactions and cardholder information.
- Cybersecurity and Generative Artificial Intelligence (GenAI) Court protocols.

### D. DELIVERABLES SCHEDULE

The Contractor shall deliver the following at minimum:

Deliverable	Due Date	Delivery Method
Program setup documentation & onboarding plan	Upon contract execution	Electronic submission to Court Project Manager
Issuance of corporate cards for approved users	Per Court request schedule	Secure delivery to Court-specified location
Monthly consolidated statements	Monthly	Electronic delivery to Court Finance Unit
Usage and audit reports	As requested; minimum quarterly	Electronic delivery

Shipping or physical delivery (if any) shall be made to the Court's designated location agreed upon at contract implementation.

### E. PRODUCT AND/OR SERVICE WARRANTIES

The Contractor shall provide warranties for:

- System uptime and availability consistent with industry standards.
- Accuracy of transaction reporting and billing.

- Replacement of defective or compromised cards at no additional cost.
- Correction of system or portal issues without additional fees.

## **F. SUPPORT AND MAINTENANCE REQUIREMENTS**

The Contractor shall provide:

- Dedicated account management for the Court.
- Customer service for Court administrators and cardholders.
- 24/7 support for lost/stolen cards or urgent travel-related issues.
- Ongoing maintenance of the online account management system.
- Timely updates to features, fraud tools, and security protocols.

## **G. CONTRACTOR'S RESPONSIBILITIES**

The Contractor shall:

- Establish and administer the Court's corporate credit card program.
- Maintain a secure and compliant financial platform.
- Provide reporting, statements, and account reconciliation tools.
- Offer training for Court administrators and cardholders.
- Ensure adherence to all agreed-upon controls and service levels.
- Maintain confidentiality and protect cardholder data.

## **H. COURT'S RESPONSIBILITIES**

The Court shall:

- Provide a list of authorized cardholders and program administrators.
- Ensure internal compliance with Court financial policies.
- Process payment of authorized statements pursuant to contract terms.
- Notify the Contractor of cardholder changes, issues, or discrepancies.
- Participate in implementation meetings and provide timely feedback.