March 25, 2024

RFP Addendum 1
Request for Proposal Number: P24JS002
Third-Party Payment Processing

Please note the following on the above referenced Request for Proposal.

1. Exhibit 1 – Proposal Format shall be removed in its entirety and replaced with the following:

   In order to facilitate direct comparison, submit Proposal using the following format, listed in order, and index tabbed to match. Failure to follow instructions regarding format may result in rejection of Proposal. Proposal to be limited to fifty (50) pages for responses to numbers 5 - 8. Include the following with Proposal:

   1. Completed and signed RFP Certification (refer to Exhibit 3).
   2. Completed and signed Anti-Lobbying Certification (refer to Exhibit 3).
   3. Completed and signed Federal Debarred List Certification (refer to Exhibit 3)
   4. Completed and signed Proposer Information Vendor Form (refer to Exhibit 3)
   5. Proposer's Qualifications and Experience (refer to Section 6).
   6. Project Resources (refer to Section 3.3).
   7. Client References (refer to Section 6.4).
   8. A detailed technical Proposal (refer to Section 4).
   9. Exceptions to the Terms and Conditions of the RFP (refer to Section 3.2).
   10. Pricing and Payment (refer to Section 5)

2. Question: What accounting software does the University use?

   University's response: PeopleSoft Financials.

3. Question: How many employees does the University employ?

   University's response: Refer to Section 1.1.

4. Question: Does the University have example(s) of the types of payments made through a third-party payment system?

   University's response: Refer to Section 1.2.1. and Section 4.1.

5. Question: Will the University collect tax or handle shipping?

   University's response: When applicable, yes.

6. Question: Who are the intended customers for the purchases?

   University's response: Refer to Section 1.2.1.

7. Question: Which types of purchases (scenarios) include in-person payments?

   University's response: Refer to Section 1.2.1 and Section 4.1.

8. Question: Which types of purchases (scenarios) include an intention of passing credit card merchant processing fees to the purchaser?

   University's response: This will be determined by the University.

9. Question: What is the implementation date?

   University's response: Estimated implementation date is September 2024.

10. Question: What Payment Processor or Gateway does the University use currently?

    University's response: The University currently utilizes multiple payment gateways including Cybersource, Touchnet, Pay Conex, Freedom Pay, Tuition Express, Flywire, and Transact.

11. Question: What is the University's current sales channel?

    University's response: The University currently uses eCommerce, Retail and Direct Sales.

12. Question: Which payment card types does the University plan to accept?

    University's response: Refer to Section 4.2.3.

13. Question: Does the University plan on processing eChecks?

    University's response: Yes.

14. Question: What currency does the University used currently?

    University's response: U.S. Dollars (USD).

15. Question: Does the University accept other currencies than USD?

    University's response: Yes.

16. Question: Does shopping cart mean a set of secure payment pages that would connect to an existing front-end shopping experience?

    University's response: Proposer to provide shopping cart options.

17. Question: Does shopping cart mean a stand-alone application that consolidates both the front-end shopping experience and the payment page into a single solution provided by the chosen vendor?

    University's response: Proposer to provide shopping cart options.

18. Is vendor able to respond to the RFP if they provide the checkout component, but does not serve as the payment provider?

    University's response: Refer to Section 1.2.3.