March 29, 2024

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RFP Addendum 3
Request for Proposal Number: P24JS002
Third-Party Payment Processing

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

1. Question: Does the fifty (50) page limit in Addendum 1 for Exhibit 1 - Proposal Format include Section 4.11.?

   University's response: Yes.

2. Question: What is the University's total revenue?

   University's response: Annual Comprehensive Financial Report.

3. Question: Could the University provide an example of when a payment would be processed by a payment terminal?

   University's response: Proposer to provide payment terminal options.

4. Question: Does the University need a third party to integrate the payment processing system?

   University's response: No.

5. Question: Are there existing provider expiration dates that dictate the priority for implementation? If so, what is the preferred order of implementation?

   University's response: No.

6. Question: When does the University expect to issue a Notice of Award?

   University's response: Refer to Section 7.3.

7. Question: Will the University accept electronic proposal submissions?

   University's response: Refer to Section 7.4.1.

8. Question: What is the University's primary objective for issuing this RFP?

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

9. Question: Is the University looking to replace the existing Third-Party payment processor or add additional services/redundancy?

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

10. Question: Is the University facing challenges inherent to the current solution?

    University's response: The current solution is outdated and minimally supported creating a significant risk in the ability to maintain compliance and provide value.

11. Question: Section 4.11.1., May we send a Non-Disclosure Agreement (NDA) for the University to review?

    University's response: Refer to Section 7.4.8.

12. Question: Section 4.2.7., What WordPress features would the University like to retain?

    University's response: The ability for University's departments to build webpages onto WordPress, which is the University web-hosting platform, will continue.

13. Question: Section 4.5.2: Does this refer to departmental charges, with department speedchart, account, being used to bill the payment back to the department?

    University's response: Yes, and may also be used in integrating with PeopleSoft Financials. Refer to Section 4.5.3.

14. Question: Section 4.5.5: Does the University want to see how all fees are charged per individual transaction, per card type, per MID, or per TID?

    University's response: Proposer to provide options for itemizing fees.

15. Question: Section 4.5.5: Is this section to gather reporting or is the University asking that bank transactions reflect reporting on a one to one (1:1) transaction basis?

    University's response: Proposer to provide options for itemizing fees.

16. Question: Section 4.7.2.1.; Could the University define "processing fees"?

   University's response: Credit card processing fees.

17. Question: Section 6.4.2., Does "Higher Ed vendor reference" refer to third-party vendors that do business with higher education institutions or reference to the higher education institutions themselves?

   University's response: Section 6.4.2. shall be removed in its entirety and replaced with the following:

   Indicate if Proposer has previous or current PeopleSoft Financials experience with a HigherEd institution. If so, provide the name of the firm, contact person, email and the telephone number.