

April 4, 2024

RFP Addendum 4
Request for Proposal Number: P24JS002
Third-Party Payment Processing

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

1. Section 4.15.2.1. shall be removed in its entirety.
2. Question: What is the total estimated revenue that will be processed through a third-party payment system?

University's response: Refer to Section 1.3., but below is a small sampling from four areas on campus.

Testing Center - \$200,000.00
Career Development - \$200,000.00
Access NAU - \$5,000.00
Campus Recreation Services - \$500,000.00

3. Question: Is there more than one customer experience journey envisioned?

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

4. Question: How large is the catalog of products to be sold online?

University's response: Successful Proposer will work with the University if a catalog is necessary.

5. Question: Is the Proposed Solution for physical goods, virtual goods, content, media, and/or software?

University's response: Refer to Section 1.2.1.

6. Question: Will all customers be required to log in to purchase?

University's response: Successful Proposer will work with the University if a log in will be required.

7. Question: Does the University allow Guest checkout?

University's response: Yes.

8. Question: Will a University email address be required for log-in?

University's response: No.

9. Question: Will customers be purchasing goods or services online and in-person?

University's response: Yes, both.

10. Question: Will the University use an in-person Point of Sale (POS) system for fairs and events using the online cart on mobile devices such as tablets/kiosks?

University's response: Proposer may provide options available.

11. Question: Will discount or tier pricing options be available?

University's response: Proposer may provide discount and tier pricing options on the Proposed Solution.

12. Question: What systems beyond payment processing will need to be integrated into the store, for example, Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Product Information Management (PIM), Warehouse Management System (WMS), shipping, and fulfillment?

University's response: PeopleSoft Financials

13. Question: Will the University offer University credit or loyalty points?

University's response: No.

14. Question: Does the University use flat rate pricing or Interchange Plus pricing for credit processing?

University's response: Interchange Plus. Proposer may provide options.

15. Question: Could the University provide an example of when an invoice would be created?

University's response: Proposer may provide invoicing options.

16. Question: Is the University willing to open an account with the Successful Proposer's preferred merchant processor (with existing bank depository accounts specified by the University) to facilitate credit and debit card transactions?

University's response: Proposer may provide merchant processor options.

17. Question: Section 4.5.5. Could the University clarify what is meant by "itemize fees by transaction and charge separately each month"?

University's response: The University needs the ability to identify activity for each department and allocate fees accordingly. Proposer may provide options.

18. Question: Can the University provide distribution model, traffic information, catalog, backend information, revenue growth, storage, users and where the University would like to be hosted?

University's response: The University will work with the Successful Proposer/s on implementation of the Third-Party Payment Processing Solution.