REQUEST FOR PROPOSAL

RFP
MERCHAND SERVICES -19

ADDENDUM NO. 3
Dated: 9/3/19

PROPOSAL MUST BE RECEIVED BEFORE:
5:00 PM, FRIDAY SEPTEMBER 13, 2019

MAIL PROPOSAL TO:
Stephen F. Austin State University
Procurement Services
P. O. Box 13030
Nacogdoches, TX 75962-3030

HAND DELIVER AND/OR EXPRESS MAIL TO:
Stephen F. Austin State University
Procurement Services
2124 Wilson Drive
Nacogdoches, TX 75962

Show RFP Number, Due Date and Time on Return Envelope

NOTE: PROPOSAL must be time stamped at Stephen F. Austin State University Procurement Services before the hour and date specified for receipt of proposal.

REFER INQUIRIES TO:
Jennifer McCall
Stephen F. Austin State University
Procurement Services
936-468-4263
e-mail: Jennifer.McCall@sfasu.edu
STEPHEN F. AUSTIN STATE UNIVERSITY
Request for Proposal #
MERCHAND SERVICES-19

PROPOSAL MUST BE RECEIVED BEFORE:
5:00 PM, FRIDAY, SEPTEMBER 13, 2019

ADDENDUM NO. 3

THIS ADDENDUM MUST BE ACKNOWLEDGED ON EXHIBIT B IN ORDER FOR THE RESPONSE TO RECEIVE CONSIDERATION. FAILURE TO ACKNOWLEDGE THE ADDENDUM WILL RESULT IN DISQUALIFICATION OF THE RESPONSE.

PLEASE NOTE THE FOLLOWING RESPONSES TO THE QUESTIONS RECEIVED:

1. Will SFA provide a list of the payment gateways the University is currently using?

   Answer: Touchnet and Paciolan

2. Which accounting / revenue tracking solution does SFA utilize?

   Answer: Touchnet and Ellucian Banner

3. Does SFA wish to incur costs or use a Service Fee program to offset costs?

   Answer: Please refer to Question 33 in Addendum 1.

4. Will SFA identify each of the 54 locations (departments and processing methods)?

   Answer: See the Locations Tab in the EXCEL Template that was revised with Addendum 1 (EXCEL Template).

5. What processing solutions does SFA currently use for retail, mail/telephone order, and internet?

   Answer: For retail please see the terminals noted on the Locations Tab in the EXCEL Template.

   For mail/telephone order SFA utilizes terminals and Touchnet Marketplace to facilitate payments.

   For internet payment capabilities, SFA utilizes more than one website. Many marketplace stores can be found listed at the website.
https://payment.sfasu.edu/C20200_ustores/web/classic/index.jsp; however, others only have a direct link from their departmental webpage.

6. Does SFA have any plans to replace any of the processing solutions as part of this RFP process?

**Answer:** All equipment must be compatible with the merchant services solution selected; and as a result, may have to be replaced. All new equipment should be P2PE 4.0 or 5.0 as noted in Section 2.2.3 of the RFP. SFA’s Electronic Payment Services solution may be subject to a separate RFP process within the next year; and consequently, merchant services solutions must be compatible with multiple electronic payment solutions in addition to Touchnet.

7. Are there any specific features or user characteristics that SFA enjoys from the current processing solutions?

**Answer:** SFA desires exemplary customer service and a collaborative relationship with our merchant services provider.

8. Are there any specific features or user characteristics that SFA users do not like or features that do not work?

**Answer:** SFA desires exemplary customer service and a collaborative relationship with or merchant services provider.

9. In regards to reporting solutions, what are the current statements and reports? Will SFA provide samples?

**Answer:** See Question 2 in Addendum 1.

10. Are pinpads owned, rented, or leased?

**Answer:** There is a combination of leased and owned equipment.
<table>
<thead>
<tr>
<th>Merchant ID</th>
<th>Merchant Name</th>
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<tbody>
<tr>
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<td>827023011881</td>
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827023056886  SFASU SCOLAS
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Gateway/POS/Terminal
FD100/FD35
Paypal
FD100/FD35 (3)
Tickets.com, FD100/FD35 (2)
Touchnet
Paciolan, FD100/FD35 (2)
Ingenico i6550 (6)
Touchnet
Touchnet
Not used currently
Touchnet
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Touchnet
Touchnet
Not used currently
FD100/FD35
Touchnet
FD100/FD35 (5)
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Not used currently
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FD100/FD35 (2)
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Touchnet
FD130
Touchnet
Touchnet
Touchnet
Clover Station/Receipt printer,Flex (2)
Touchnet
FD100/FD35 (2)
Touchnet
Touchnet
Touchnet
Clover Station/Receipt printer, Flex (2)
REQUEST FOR PROPOSAL

RFP
MERCHANT SERVICES -19

ADDENDUM NO. 2
Dated: 8/22/19

PROPOSAL MUST BE RECEIVED BEFORE:
5:00 PM, FRIDAY SEPTEMBER 13, 2019

MAIL PROPOSAL TO:
Stephen F. Austin State University
Procurement Services
P. O. Box 13030
Nacogdoches, TX 75962-3030

HAND DELIVER AND/OR EXPRESS MAIL TO:
Stephen F. Austin State University
Procurement Services
2124 Wilson Drive
Nacogdoches, TX 75962

Show RFP Number, Due Date and Time on Return Envelope

NOTE: PROPOSAL must be time stamped at Stephen F. Austin State University Procurement Services before the hour and date specified for receipt of proposal.

REFER INQUIRIES TO:
Jennifer McCall
Stephen F. Austin State University
Procurement Services
936-468-4263
e-mail: Jennifer.McCall@sfasu.edu
STEPHEN F. AUSTIN STATE UNIVERSITY
Request for Proposal #
MERCHAND SERVICES-19

PROPOSAL MUST BE RECEIVED BEFORE:
5:00 PM, FRIDAY, SEPTEMBER 13, 2019

ADDENDUM NO. 2

THIS ADDENDUM MUST BE ACKNOWLEDGED ON EXHIBIT B IN ORDER FOR THE RESPONSE TO RECEIVE CONSIDERATION. FAILURE TO ACKNOWLEDGE THE ADDENDUM WILL RESULT IN DISQUALIFICATION OF THE RESPONSE.

1.5 SCHEDULE OF EVENTS* Changes are in red

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<tr>
<th>DATE</th>
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<tr>
<td>August 2, 2019</td>
<td>Issuance of Request for Proposal</td>
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<tr>
<td>August 8, 2019 by 12:00 PM</td>
<td>Deadlines for Questions – Round #1</td>
</tr>
<tr>
<td>August 13, 2019</td>
<td>Questions and Answers Round #1 - Addenda Posted</td>
</tr>
<tr>
<td>August 27, 2019 by 5:00 PM</td>
<td>Deadlines for Questions – Final</td>
</tr>
<tr>
<td>September 3, 2019*</td>
<td>Questions and Answers Final - Addenda Posted</td>
</tr>
<tr>
<td>September 13, 2019 by 5:00 PM</td>
<td>Requests for Proposals Due</td>
</tr>
<tr>
<td>September 16, 2019</td>
<td>Evaluation of Proposals and/or Negotiations</td>
</tr>
<tr>
<td>September, 2019*</td>
<td>Notification of Award</td>
</tr>
</tbody>
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*Dates are tentative and subject to change.

3.2 SUBMITTAL DEADLINE AND LOCATION
All proposals must be received by SFA in the office of Procurement and Property Services no later than 5:00 PM September 13, 2019.

Proposals are to be submitted to:

MAIL PROPOSAL TO:
Stephen F. Austin State University
Procurement and Property Services
P.O. Box 13030, SFA Station

HAND DELIVER AND/OR EXPRESS MAIL TO:
Stephen F. Austin State University
Procurement and Property Services
2124 Wilson Drive
Nacogdoches, TX  75962-3030     Nacogdoches, TX  75962

All U.S. Mail addressed to any component of SFA is delivered to a central mailroom and redistributed by SFA personnel to the addressee’s on-campus post office box. Consequently, there is a possibility of delay between receipt of mail at the central mailroom and receipt in the Procurement and Property Services Department. Proposals must be in the office of the Procurement and Property Services Department by the time set for RFP closing in order to be considered, and receipt by SFA at the central mailroom will not be deemed sufficient. The University shall not be responsible for responses received after the due date and time. Late responses will not be considered under any circumstances. Properly identified late responses will be returned to the Respondent unopened.

Proposals will be publicly opened September 16, 2019 at 8:00 AM in the office of the Director of Procurement, 2124 Wilson Drive. Only the names of the Respondents will be read aloud.

Proposals received after the time for closing will be returned to Respondent unopened regardless of the circumstance. It is the responsibility of the Respondent to get the proposals delivered in a timely manner, regardless of delivery method or circumstances.

Faxed or electronically mailed proposals will not be accepted.

Proposals may be withdrawn at any time prior to the time and date set for proposal closing.

Stephen F. Austin State University reserves the right to accept or reject any or all proposals and to waive irregularities or technicalities provided such waiver does not substantially change the offer or provide a competitive advantage to any Respondent in the judgment of Stephen F. Austin State University.
REQUEST FOR PROPOSAL

RFP
MERCHANT SERVICES -19

ADDENDUM NO. 1
Dated: 8/13/19

PROPOSAL MUST BE RECEIVED BEFORE:
5:00 PM, WEDNESDAY AUGUST 28, 2019

MAIL PROPOSAL TO:
Stephen F. Austin State University
Procurement Services
P. O. Box 13030
Nacogdoches, TX  75962-3030

HAND DELIVER AND/OR
EXPRESS MAIL TO:
Stephen F. Austin State University
Procurement Services
2124 Wilson Drive
Nacogdoches, TX  75962

Show RFP Number, Due Date and Time on Return Envelope

NOTE: PROPOSAL must be time stamped at Stephen F. Austin State University
Procurement Services before the hour and date specified for receipt of proposal.

REFER INQUIRIES TO:
Jennifer McCall
Stephen F. Austin State University
Procurement Services
936-468-4263
email: Jennifer.McCall@sfasu.edu
Additional Clause:

1.17 GROUP PURCHASING AUTHORITY

Texas law authorizes institutions of higher education (defined by Section 61.003, Education Code) to use the group purchasing procurement method (ref. Section 51.9335, Education Code). Additional Texas institutions of higher education may therefore elect to enter into a contract with the successful Proposer under this RFP.

Texas institutions of higher education ("IHEs") routinely evaluate whether a contract resulting from a procurement conducted by another IHE might be suitable for use, and if so, this RFP could give rise to additional purchase volumes. As a result, in submitting its proposal, Respondent should consider proposing a pricing model and other commercial terms that take into account the higher volumes and other expanded opportunities that could result from the eventual inclusion of other IHEs in the purchase contemplated by this RFP. Any purchases made by other IHEs based on this RFP will be the sole responsibility of those IHEs.

2.1 SCOPE OF WORK

2.2.3 Hardware & Software Requirements

- Provide address verification system (AVS) compliance

2.4 OTHER CONSIDERATIONS

- DELETE THIS BULLET The preferred clearing house for web transactions is FDC. The University will consider other processors; however, the cost of converting software for use with a different clearing house will be a factor in evaluation.

3.3 SUBMITTAL INSTRUCTIONS
All proposals must be submitted in the format prescribed in Section 3.6.

Each Respondent must submit at least one (1) original printed proposal with original signatures on the Execution of Offer.

The printed copy shall (1) be unbound; (2) contain divider sheets or tabs; (3) be printed on 8-1/2 in. x 11 in. white paper to enable copying, if needed; and (4) be a complete copy of all information submitted with Respondent’s Proposal. Colors must reproduce in a legible manner on a black-and-white copier.

Respondent shall also submit one (1) complete electronic copy of the printed copy of the Proposal on electronic media (e.g., USB Drive [SFA’s preference], CD-ROM, or DVD-ROM) in a Microsoft Office (Word, Excel, Project and PowerPoint files) version 2003 or later format, or searchable Adobe .PDF files. Respondents shall divide the electronic copy into TWO (2) separate electronic files. One file shall contain Exhibits A-C, signature page of Exhibit D, Exhibits E-F, and the Other Preferred Submittals Exhibits G-H. The second file should be Exhibit D and submitted in the EXCEL template format provided.

All proposals must be complete and convey all of the information requested to be considered responsive. If the proposal fails to conform to the essential requirements of the RFP, SFA alone will determine whether the variance is significant enough to consider the proposal susceptible to being made acceptable and therefore a candidate for further consideration, or not susceptible to being made acceptable and therefore not considered for award.

Each Respondent, by submitting a proposal, represents that the Respondent has read and completely understands the request for proposal documents and agrees to abide by the terms of this RFP and any resulting agreement. Failure of the selected contractor to fulfill the provisions of this request for proposal shall in no way relieve the obligation of the Contractor to furnish all services necessary to carry out the provisions of the agreement.

A legally authorized representative of the Respondent shall sign proposals. Unsigned proposals (Exhibit A) will be rejected as a material failure.

EXHIBIT D – FINANCIAL PROPOSAL TEMPLATE EXCEL FILE

Additional tabs were added for information purposes to provide merchant identification numbers and a second year of transaction detail.

EXHIBIT E - COMPANY AND PROCESSING QUESTIONNAIRE DETAILED RESPONSE REQUIRED TO ALL QUESTIONS

RESTATED THE FOLLOWING QUESTION:
B.6. Does the firm have customized programs for higher education? If so, please describe the customized programs.

PLEASE NOTE THE FOLLOWING RESPONSES TO THE QUESTIONS RECEIVED:

1. Is SFA interested in ACH processing, as well as credit/debit card processing?
   
   **Answer:** Yes.

2. Can SFA provide merchant statements for the last two years, current statements that show qualification categories, or monthly statements that show a high/low volume?
   
   **Answer:** Actual statements will not be provided; however, an additional year of detail will be included in the revised Exhibit D-EXCEL Template.

3. Please verify if the Respondent is required to submit a HUB Subcontracting Plan.
   
   **Answer:** A HUB Subcontracting Plan is not required to be submitted.

4. Is the Contractor required to submit the University with Voluntary Product Accessibility Templates (VPAT)?
   
   **Answer:** Yes.

5. In Section 2.2.3 Hardware & Software Requirements, what is meant by “shipping date compliance”?
   
   **Answer:** Please see revised section 2.2.3 above.

6. In Section 2.4 what is meant by “the preferred clearing house for web transactions is FDC”?
   
   **Answer:** Please see revised Section 2.4.

7. Does SFA wish Respondents to submit one complete electronic copy containing all sections of the RFP and two separate electronic files containing the sections outlined in the RFP? Or does SFA require submitting only the two separate electronic files containing the identified sections without sending a complete file containing all sections? Also, where does the respondent include the signature form for Exhibit D?
   
   **Answer:** SFA requests that you submit your complete proposal on a USB DRIVE (SFA’s preference), CD-ROM, or DVD-ROM. On the one USB DRIVE, CD-ROM, or DVD-ROM submitted please divide the submittal into two separate electronic files. One file shall include Exhibits A-C, the signature page of Exhibit
D, Exhibits E-F, and the Other Preferred Submittals Exhibits G-H. The second file should be the Exhibit D EXCEL Template and be submitted in EXCEL format. Please see revised section 3.3.

8. Section 2 Statement of Work was not referenced in Section 3.6.2. Is Respondent to respond specifically to the requirements of Section 2; and if so, where should those responses be placed.

**Answer:** Respondents must be able to deliver the Scope of Work described in Section 2. Section 3.6.2 lists the submittals that are required for evaluation. If the Respondent would like to provide additional information, EXHIBIT F may be used to expand any services that were not addressed in the RFP, and the various fee tabs in Exhibit D EXCEL Template; may be used to explain any fee or cost categories not specifically requested.

9. With regard to Exhibit E, Section B. Firm Competitive Position and Future Commitment to Providing Services, item #6 on page 23, please clarify what is meant by “collection processes”.

**Answer:** Exhibit E-Question B.6 has been revised and is included in this Addenda.

10. By “PINless Debit” payments, is SFA referring to a debit card purchase made over an EFT network (Star, Pulse, NYCE, etc.) without a cardholder entering a 4 digit PIN.

**Answer:** Yes.

11. Please provide a list that defines by merchant number the gateway, point of sale systems and/or terminal being used to process transactions. Please state whether terminals are stand-alone or are integrated in a software system (such as TouchNet) and the current Connectivity.

**Answer:** Please see revised Exhibit D EXCEL Template spreadsheet for list of merchant numbers. FD terminals are standalone and Ingencio terminals are integrated with a POS utilizing an application called Cashiering (v6.5) from TouchNet.

12. Will SFA list the version of TouchNet and PayPal PayFlow? Will SFA also list the software name and version of Micros?

**Answer:** TouchNet version is CMM v6.0, Micros version is Micros Simphony 1.71, and PayPal PayFlow is not currently used and was added as an example of possible future enhancements.

13. Will SFA define the Bluefin products and services that are being utilized?
**Answer:** SFA is not currently using Bluefin products and added as an example of possible future enhancements.

14. Please define the CBORD products and services that are being utilized.

**Answer:** SFA currently has two modules, food service and access, and the versions are 6.00.29 and 7.00.16, respectively. An upgrade is scheduled in fall 2019 to merge the two databases.

15. Is it standard practice to debit the fees from a designated bank account monthly and is this an acceptable practice?

**Answer:** This is acceptable; but not preferred.

16. Please confirm that by International, SFA is looking to accept cards that may have been issued in a country other than the United States. Or is SFA looking to authorize in a foreign currency and settle in US Dollars (USD)? Does SFA have students looking to authorize transactions in a currency other than USD?

**Answer:** Yes. SFA requires transactions settle in USD for full payment.

17. Please expand on the meaning of bullet 5 in Section 2.4.

**Answer:** This is a general statement to establish precedence to account for University policies and procedures.

18. Who is the current Merchant Acquirer for SFA and when does the contract expire and which depository bank are the funds settled into?

**Answer:** The current Merchant Acquirer is BancorpSouth/First Data, the current contract expires October 31, 2019 with month-to-month extensions available, and the current depository bank is BancorpSouth.

19. How many merchant accounts does SFA have in place?

**Answer:** As described in the Section 2.1, SFA currently has 54 merchant accounts.

20. Will SFA please verify the payment types that are currently accepted?

**Answer:** SFA currently accepts Visa, MasterCard, American Express, Discover, PIN debit, and signature debit.

21. Are PIN debit transactions currently accepted; and if so, will SFA provide the annual volume and number of transactions accepted?
Answer: Yes, PIN debit transactions are currently accepted and the volume is included in the usage detail in EXHIBIT D-EXCEL Template in the purple tabs.

22. What method of authorization is used today (real-time, batch, recurring, installment, other)?

Answer: Real-time authorization is the method used. Cards are either processed or declined at the time of sale. There may be some batch processes and limited use of recurring transactions.

23. Which acceptance methods are currently used by each location (face-to-face, phone, Web, IVR and/or recurring)?

Answer: The acceptance methods are face-to-face, Web, and limited phone.

24. What stand-alone credit card terminals are used today, the number of each, manufacturer, make and model and if owned, rented or leased?

Answer: Please see the Inventory tab in the Exhibit D EXCEL Template.

25. What pin pads are used today, the number of each, manufacturer, make and model and if owned, rented or leased?

Answer: Please see the Inventory tab in the Exhibit D EXCEL Template.

26. If any location is using a POS system, will SFA please provide the company name, product name, and version, including service packs of each system?

Answer: Clover Network, Clover Station 2.0.

27. If any of the POS systems use a third-party payment software/middleware application, will SFA provide the company name, product name and version, including service packs of each software name and the POS system it is used with?

Answer: POS’s utilize an application called Cashiering (v6.5) from TouchNet, currently they are on Windows 7 SP1 and Windows 10 1709; however, all systems will be migrated to Windows 10 1809 over the next few months.

28. If any of the POS systems use a third-party payment gateway, will SFA provide the company name, product name and the POS System it is used with?

Answer: All of the POS/application is processed through TouchNet.

29. If a third-party payment gateway is used for web payment processing, will SFA provide the company name and product name of the gateway and areas using this acceptance type.
Answer: Yes, all are TouchNet merchants.

30. If a third-party payment gateway is used for IVR payment processing, provide the company name and product name of the gateway and areas using this acceptance type along with the company name and product name of the IVR system?

Answer: SFA does not currently use the IVR; however, this could be requested in the future.

31. If a payment gateway is used for over the counter, mail or telephone payment processing, will SFA provide the company name and product name of the gateway and locations using this acceptance type and how it is used in conjunction with each acceptance method?

Answer: TouchNet

32. Are any recurring transactions performed and automatically executed by the current vendor?

Answer: Installment plan payments can be automatically executed through TouchNet.

33. What locations accept or anticipate accepting convenience fees and who manages or would manage the fees?

Answer: Currently, a convenience fee is charged for online payment of tuition/fees through TouchNet (who retains the fee). Credit cards that are processed on campus or in TouchNet Marketplace are not currently charged a convenience fee but the University may choose to reevaluate this in the future.

34. If planning on accepting convenience fees, do the locations anticipate a two transaction model and if so who received funding for the second transaction?

Answer: See answer to Number 33.

35. Who currently funds for Discover and American Express transactions?

Answer: Discover is currently accepted, settled with all other card transactions except AMEX. AMEX is currently accepted and settled separately. First Data currently funds for Discover and American Express.

36. Is SFA PCI compliant today and what is the PCI level?

Answer: Yes, SFA is PCI compliant, Merchant Level 3.
37. Does any location utilize point-to-point (P2P) or end-to-end (E2E) encryption today, if so will SFA please provide the encryption method and product used?

   **Answer:** Yes. P2PE Clover Products are utilized.

38. What is the time frame of the current funding for payment of settlement items and what is the settlement cutoff time?

   **Answer:** The time frame is currently 24 hours and the cutoff time is 7pm.

39. Is SFA funded (via wire or ACH)?

   **Answer:** SFA is funded via ACH.

40. If we are unable to process CBORD transactions, would Respondent be disqualified?

   **Answer:** No, the Respondent would not be disqualified as long as Respondent does not require a contract exclusivity clause so that we could obtain those services from another provider.

41. In section 2.4, is SFA considering requesting potential call outs for troubleshooting issues after-hours; and, if so could there be an agreed upon fee paid to the Respondent for service afterhours?

   **Answer:** SFA is open to mutually agreed upon services such as after-hour support and there could be an agreed upon fee.

42. Are references required submittals?

   **Answer:** Yes.

43. Is the Contractor required to provide leased or purchased equipment?

   **Answer:** The Contractor must offer equipment options that are compatible with their merchant services solution. The cost to buy or lease the equipment will be considered in evaluating the proposals.

44. Would SFA expand on 2.4 Other Considerations to explain files needing to be “pushed”?

   **Answer:** This verbiage was included only to emphasize that we require secure transmission of data under all circumstances.