REQUEST FOR PROPOSAL

RFP
MERCHANT 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
email: Jennifer.McCall@sfasu.edu
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.