

Grand Valley State University
Request for Proposal #216-35
Addendum # 1– Q&A Responses
April 19, 2016

Merchant Card Processing Services
Institutional Custody bank

Final Date for Questions: April 11, 2016; 2:00 p.m. EDT
Proposals Due: May 2, 2016; 4:00 p.m. EDT:

A. Service Group 1: Merchant Card Processing Services

1. Who is your current processor, is there more than one?

GVSU Response: The current processor for GVSU is Vantiv. As mentioned in the RFP, Elavon is the merchant card processor for online Dining Services. Merchant card processing services currently provided by Elavon is not included in this solicitation.

2. Who is your current bank, is there more than one?

GVSU Response: **Fifth-Third is the depository bank for merchant services.**

3. Since you have recently purchased new EMV hardware are you willing to consider changing any or all of it, if another similar or better offer can be made?

GVSU Response: GVSU would prefer not to change the newly purchased hardware if it will result in additional costs to GVSU.

4. Please provide the number of each device type you have.

GVSU Response: See table below

Merchant Card Terminals	Number of Terminals
VX520 Analog	21
VX520 Ethernet	3
Ingenico iWL222 Bluetooth	1
Mobile Accept	4
Mobile Checkout POS	1
Ingenico iWL250 3g	4

5. You have a variety of gateway providers, would you consider consolidating to one or two providers?

GVSU Response: It is not GVSU's preferred choice.

6. Are there gateway providers you cannot replace because they support specific software you use?

GVSU Response: We would prefer for the processor to be compatible with the gateway providers GVSU currently use.

7. Please provide volume by department?

GVSU Response: Aggregate volume data is provided in Attachment A.

8. Do you conduct any card present transactions using a virtual terminal (on-line) and a card reader? If Yes, which departments and what is the volume?

GVSU Response: This information is not available.

9. Do you want American Express full service (funded to you by the processor like MC and VI) or Conveyance (Amex Discover funds)

GVSU Response: GVSU is indifferent between these two approaches.

10. How are the tuition payments and other payment types you would like to charge convenience fees on collected? Which Department or gateway provider supports these payments today?

GVSU Response: Payments that are assessed a convenience fee are collected online through the Core Cashiering System using iPayment Revenue.

11. Can you provide the volume of transactions you would like to charge convenience fees on?

GVSU Response: 22,500

12. Can you tell us how VeriFix is used?

GVSU Response: Veritix is used for Athletic ticket processing. The transactions are processed online, face-to-face and over the phone.

13. Please provide manufacturer of Silverearth POS

GVSU Response: Silver Earth is the manufacturer of the software. Hardware is provided by third-party vendors. Silver Earth Inc is the company, and the product is newly renamed and now called "OmniChannel Commerce"

14. The RFP mentions ParkMobile App through TSYS. Please tell us what POS supports this and where it is used?

GVSU Response: ParkMobile is an app where individuals are able to pay for parking without using a meter. It does not interface with a POS.

15. What percentage of your transactions are Debit?

GVSU Response: Approximately 33% of transactions are debit.

16. Do you need? Would you be interested in Check processing?

GVSU Response: No.

17. Is tokenization and encryption important to you?

GVSU Response: Yes.

18. Do you use tokenization today?

GVSU Response: We use tokenization at some locations, but not others. Specifically, all credit card transactions processed through the Core and Sequoia systems (Verifone/Payware Connect gateway) are tokenized. None of the transactions processed through Cybersource are tokenized.

19. Does the current gateway that charges the \$20 flat fee allow for change to percentage?

GVSU Response: Yes

20. Does the University currently have, or will it be seeking written verification from the current merchant processor that they will unlock the Vx520 machines to be reprogrammed to another provider and/or offer a buyback schedule for these machines?

GVSU Response: GVSU has not sought this information yet from the current merchant card processor.

21. Is GVSU looking for an alternative online payment portal or a merchant service provider than can work with its current portals?

GVSU Response: GVSU is looking for an alternative merchant service provider than can work with its current portals.

22. Does GVSU accept point-of-sale (POS) debit transactions via PIN pads?

GVSU Response: No.

23. Does Fifth Third / Vantiv currently process all of GVSU's merchant service transactions?

GVSU Response: Yes, except for Dining Services which is not included as part of this solicitation.

24. Is it possible to get copies of GVSU's recent merchant processing statements to better understand GVSU's current setup and the extend of Higher Education best practices currently being employed?

GVSU Response: No, GVSU will not be providing this information at this time.

25. Is the credit card payment surcharge assessed directly by GVSU or by a 3rd party?

GVSU Response: The surcharge is assessed directly by GVSU.

26. For Athletic Ticketing, is the payment piece used for the Veritix solution Monetra (if so, what version)? If not, what solution is in place (software/gateway name and version)?

GVSU Response: Yes, the Veritix backend gateway we use is Monetra. We run Version 7.13.3.

27. For Core Cashiering, what processing gateway is used for the iPayment revenue solution?

GVSU Response: Verifone's PAYware Connect

28. What specific solution is Sage Payment Systems providing to the Development and GVSU departments (web gateway, terminal, other)? Please provide model / version for all.

GVSU Response: Sage Payment Solutions is providing a web gateway for the Development and WGVU departments. Processes that are run through Abila Millennium use Sage Exchange v1.0.006.31. The Sage Virtual Terminal (<https://www.sagepayments.net/virtualterminal>) is referred to by Sage as VT1.0. All payments for Sage Payment solutions are made to the University via ACH.

29. For the Fieldhouse/Rec department, is the Mobile checkout POS solution using NCR Silver hardware / software? If so, is the payment piece Monetra (version)?

GVSU Response: The department will be transferring to the NCR Silver app in early May. The payment piece is Monetra 7.

B. Service Group 2: Institutional Custody Services

1. Why is GVSU looking for a new custodian? What are the drivers? (i.e. service, technology, pricing, etc)

GVSU Response: Pricing.

2. Who is the current custodian?

GVSU Response: PNC Bank

3. Does Grand Valley State University use an investment advisor or manager to manage the portfolio? Or is this done internally?

GVSU Response: GVSU has an independent investment advisor, Fund Evaluation Group, but trading activity is directed by GVSU.

4. Do you require any special reporting beyond a combined report for the assets in question?

GVSU Response: No.

5. How many distributions would the bank need to make during a typical annual period. Are distributions made by check or processed electronically?

GVSU Response: Distributions are infrequent, less than 10 per year. If they occur, they would be processed by wire transfer.

6. Are these general operating assets of the University or are there multiple pools that will require sub-accounting and other administrative services?

GVSU Response: These funds would be general operating asset of GVSU. No sub-accounting or other administrative services are required.