



Purchasing Department
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RFP ADDENDUM NO. 2 – TO ALL OFFERORS

Date: October 30, 2015
Reference: Request for Proposal GMU-1273-15
Title: Campus Merchant E-Commerce Services
Issue Date: October 7, 2015
Proposal Due Date: November 12, 2015 @ 2:00PM EST

Below are all the questions and answers.

Note: The goal of this request for proposals is to establish a contract for a merchant e-commerce centralized payment system and not a “registration system”.

1. V.B.18 Able to accommodate recurring payments

Can the University expand upon what departments or business units require this functionality? Can the University provide a use case scenario, so that we may have a thorough understanding of your needs?

Recurring payment functionality would be helpful in facilitating collection of various university payments. Some uses might include memberships, rentals, donations, child care center payments and school newspaper advertising payments.

2. V.B.21 Must have invoicing capability with multiple billing options.

Can the University clarify what type of invoicing you are looking to support as it relates to department merchant e-commerce?

N/A – This functionality is desired in 3rd party event registration software or other partners that integrate with your product.

3. Does the University have a proposed implementation date?

No - to be determined.

4. Does this bid involve EDI Services.?

No

5. In regard to section V.B.3 “Vendor must own the merchant Identification number (MID),” could you provide additional clarification on what GMU is looking to achieve? It is our understanding that card association rules dictate that unless in a service fee scenario, the institution is ultimately providing the service, and is therefore the merchant of record.

GMU would like to reduce the number of MIDs we own/manage. Vendor owned MID is not an absolute requirement.

6. On page 3, Statement of Needs- Section B, item 19 states the solution must be able to refund and have variable or fixed payment options. Is this in reference to student tuition payments? Can you please elaborate on what is requested by variable or fixed payment options?

No, student tuition payments are not part of this RFP.

If feasible, GMU would like the functionality to allow departmental merchant customers in some circumstances to have a way to pay an amount due in one payment (fixed) or to divide the payment (variable) by accepting a part now and a part later. For example to reserve a spot in a class or camp, a down payment is taken and the balance is paid at a later date.

7. On page 3, Statement of Needs- Section B, item 21 states there must be invoicing capability with multiple billing options. Is this also in reference to student tuition payments and billing capabilities to invoice for payments?

No, student tuition payments are not part of this RFP. See response to question 2.

8. Does George Mason University utilize any of the Ellucian Banner modules that need payment processing functionality such as : Recruiter, Transcripts, Elevate, Flex Reg, Admissions, Advancement, etc?

Currently GMU does not utilize any of the above Ellucian Banner modules that need payment processing functionality. We do, however, connect tuition and fee payments in Banner Student Accounts to a third party payment processor through an API.

9. With regard to Section V. Statement of Needs, Sub-section A. General Requirements, item #10 regarding affordable fees, could George Mason please provide a recent merchant statement showing merchant processing fees paid by the University?

Not Available

10. With regard to Section V. Statement of Needs, Sub-section B. Departmental Merchant E-Commerce Centralized Payment System Requirements, item #19, can you please clarify what you mean by “fixed payment options”? Does this refer to fixed or variable pricing?

See response to question 6.

11. With regard to Section VI. Cost of Services, item #A, do you wish us to provide individual pricing for each of the five years of the contract term, or would you prefer us to simply provide a single annual fee with a note regarding annual escalation?

Please provide both.

12. The requirement says that the solution should be PCI compliant. PCI compliance involves both hardware and software compliance. For software, we can take care of PCI compliance during development. However, since GMU requires hosting to be done on your in-house servers, these servers need to be made PCI compliant, or are they already PCI compliant?. Is GMU open to considering a cloud hosting solution (eg. Amazon) since it will be PCI compliant.

GMU handles PCI compliance for our in house servers. Vendor is responsible for ensuring PCI compliance in all aspects of the solution they provide, including assuring that any application or hardware provided is PCI certified.

13. Could you please give some examples of who all can be merchants, customers and some departments that GMU has?

GMU merchants are represented by many departments within the University. Some larger departmental merchants include Parking Services, Events Management, Admissions and Athletics/Recreation.

14. Is the vendor supposed to provide call center support for both customer service and user support?

Yes, GMU needs available and responsive customer service and user support.

15. Can you please elaborate “Has affordable fees with option to pass some fees to the customer” in general requirement section page 3?

If a 3rd party software partner that you integrate with has transaction fees that can be passed to the customer, we would like to have that option available.

16. Can you provide some examples of “Able to import/export data (to EXCEL & other)” in general requirement section?

Desire functionality to export payment and revenue data to EXCEL allowing for daily sales reporting and use in reconciliation and revenue management.

17. We assume that these (i.e. camps, courses, workshops, conferences, fairs, events, trips, merchandise/products, services) are the categories in which products/offering that will be uploaded by merchant in the system which customer will buy? Are we correct?

Yes, these are examples of potential University e-commerce payment activities.

18. Do you have any preference for payment gateways? List down payment methods required at the time of:

- a) Customer buys from merchant through store
- b) Merchant creates store & pays some fees to GMU.

No, we expect the selected vendor to have a gateway product.

19. Can you please elaborate - Page 3 point 13 “Must remit gross funds to GMU timely (within 3 days) and separately invoice GMU for any fees”.

Vendor is expected to comply with University and State guidelines related to collecting and depositing funds.

20. We assume invoices will be generated but there will be no integration with any accounting system with e-commerce. Is that correct?

No present plans to do so.

21. Is there any reason why GMU is not requiring custom interface to be built for all 3rd party application currently being used at the university. (i.e. T2Flex, RMS, Hobsons ApplyYourself, CSI Spectrum, ActiveNet, ACEware, Regonline, Sequoia, Magento, VisualZen, Salesforce CRM, Active Data, Terra Dotta)”. What are the required things needed to be fetched from these applications to e-commerce.

GMU prefers a vendor with established interfaces to 3rd party partners.

22. What will be the refund policy if customer cancels the order in context to cashflow?

Need ability to refund a payment to a customer.

23. May I please have a copy of your last merchant account statement

Not Available

24. How many locations do you currently have and would you like on the counter terminals and how much space (what size and look, touch screen etc , price range)

Not determined at this point – provide options.

25. Will you keep your current credit card terminals and are they emv ready.

Not determined at this point – provide options.

26. How many new terminals do you need and what type (terminal , wireless etc)

Not determined at this point – provide options.

27. Will you be accepting EBT payments, american express, gift cards is there anything you do not accept now and will not accept in the future.

GMU is seeking a solution which provides flexibility for various options as not all of our merchants accept the same type of payments.

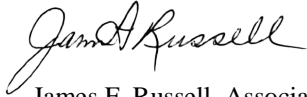
28. What payment system or systems are you using now and what are the pain points that need to go away going forward. What needs to be intergrated.

Many gateways are currently in use linked to various in house and 3rd party websites. To ease management and compliance, GMU is looking to move merchants, where feasible and not restricted by current applications, to a single e-commerce payment provider offering affordable storefront, gateway and established partnerships to common University 3rd party software vendors (such as those listed in V.B.10).

29. Can we contact other end user that will use devices daily for feedback.

No

Sincerely,

A handwritten signature in black ink, appearing to read "James F. Russell". The signature is fluid and cursive, with the first name "James" and last name "Russell" clearly distinguishable.

James F. Russell, Associate Director
Procurement Officer