

Additional questions and answers from the Pre-Proposal Conference for RFP #646436

1) Question: Could you please describe the types of statements you desire to print? Are they in color or black and white? Will there be print on both the front and backside of the statement?

Answer: In the initial implementation phase, the billing statements to be printed will be for tuition and fees and will be similar to the electronic bill to be created for tuition and fees. These billing statements will include charges, payments, memo credits for financial aid, the balance due, dunning messages, etc. An example and extensive detail about the tuition and fees billing statement is included in "Attachment E - Virginia Tech Billing File Examples" of the RFP document. Attachment E is the basis for creating our current paper billing statement. If the university continues to print and mail these paper billing statement we will continue to use our current process. In the RFP statement under section V C. Bill Presentment 3. the phrase "... including whether the offeror could be able to print, stuff, and mail a paper bill to all customers who opt out" it is intended to determine if the offeror's ability to print, stuff and mail a paper bill just like (same content, format, etc.) the university's current paper billing statement. The bills are currently printed in black and white and only on one side (the front) of the page.

2) Question: Regarding convenience fees, does Virginia Tech want to charge a fee for tuition only or for other transactions as well? If so, what is the average dollar transaction?

Answer: Virginia Tech will require that any convenience fee associated with credit/debit cards for tuition and fees be charged to the customer in accordance with the RFP Statement of Needs Section V D. 2. Credit Card/ Debit Card Payments.

As mentioned in the RFP Statement of Needs Section V G. Administration of Multiple Departments and Payment Gateway, 2. "the system should allow for multiple levels and amounts of convenience fees at different storefronts", convenience fees may vary by department or storefront for other payments not related to tuition and fees. Since participation will be encouraged, but not required, for other university departments that sell goods and services that may be included in the second phase of the implementation, the university has no way to predict the average dollar transaction for charges not related to tuition and fees..

3) Question: In Attachment D; row 74; column F, "Payment Gateway"; "Cost per additional "merchant" or depart"; could you please define what the number "15" represents?

Answer: In Attachment D, "Payment Gateway" "Cost per additional merchant or department" the number 15 represents the assumed number of departments or storefronts using the payment gateway. We have no way of knowing how many departments will actually participate in the payment gateway, we just used 15 as an assumption for the cost worksheet.

4) Question: The RFP states the Vendor must be considered an SunGard SCT partner. If the Vendor is not, does this automatically disqualify a Vendor from being evaluated?

Answer: On pg. 4, Specific needs include, A. #1 it states: The Offeror must be an official SunGard SCT Partner. Failure to be an official SunGard SCT Partner could result in a proposal being rejected or scored lower.

5) Question: If the solution offered does not integrate with the Diebold CS Gold card system such that a student can replenish a CS Gold debit account (e.g. Dining Dollars or Hokie Passport Account), does this automatically disqualify a Vendor from being evaluated?

Answer: If your solution does not integrate with the Diebold CS Gold card system it could result in a lower score.

6) Question: If needed, can a Vendor's technology staff interact and/or discuss technology or system capability issues with SunGard?

Answer: This would be up the respondent and SunGard.

7) Question: Does Virginia Tech have a requirement for the successful bidder to have successfully passed CISP Certification?

Answer: The RFP doesn't require that the successful bidder to have passed the VISA CISP certification., however this could result in being scored higher.

8) Question: With 225,000 Bills being produced annually, what percentage does Virginia Tech expect to be converted to self service electronic payment in 2005, 2006 and 2007? We have estimates, but would like to learn Virginia Tech's internal estimates.

Answer: The university has no way to predict how many parents, students, or third parties will choose to make payments electronically for tuition and fees. Because our ultimate goal is to provide better customer service and gain efficiencies in our billing and payment processes, we will make our best efforts to encourage participation in the electronic payment system. We would be extremely disappointed if we did not have at least 30% participation by the end of year 3. Also as a point of clarification, while we send about 225,000 bills annually, we currently only process about 50,000 payments annually for tuition and fees from parents, students and others.

9) Question: Does Virginia Tech want to have the ability of negotiating with any credit card processor or merchant service provider or bank to get the best rates by bidding out these services annually or bi-annually?

Answer: Currently, our bank and credit card service provider are covered under the

university's bank services contract. The contract generated as a result of RFP 646436 will not alter the terms of the bank services contract. The university will maintain the right to negotiate any and all bank and credit card services separately from the contract resulting from RFP 646436.

However, for the first phase of the implementation related to electronic payment of tuition and fees, it is intended that the offeror, not the university, will have a contractual relationship with the credit card processor, merchant service provider or bank. Therefore, it will be the responsibility of the offeror to negotiate or bid for these services for tuition and fee payments. The university expects that the offeror will negotiate the best deal to provide the lowest costs possible to the university customers for those convenience fees.

In phase 2 of the implementation, for university departments selling goods and services, it is anticipated that departments will have varying needs. Some departments may wish to absorb the cost of any discount fees as they now do and keep whatever credit card arrangements they currently have which involves using our current processor. Others may prefer establishing processes similar to those used for the tuition and fee payment process. These potential differences were the reason we included the following sentence mentioned in RFP section V G. Administration of Multiple Departments and Payment Gateway 2. "the system should allow for multiple levels and amounts of convenience fees at different storefronts."

10) Question: This RFP is focused on the bill presentment and payment of self-service eCommerce. There are many additional services integrated with Banner that are available outside the scope of this RFP. Does Virginia Tech want to learn about additional services?

Answer: You may include information about other services that may or may not be considered in reviewing the RFP.

11) Question: Who are your current credit card processor and bank? Does Virginia Tech wish to keep these relationships?

Answer: Virginia Tech's current credit card processor is NOVA Information Systems and our bank is Wachovia, NA. As mentioned above, the university has a separate existing contract for these services and does not wish to change this contract at this time. The contract resulting from RFP # 646436 will not cover general banking services and will not allow us to change banks - all electronic payments must be transferred to our current depository bank account at Wachovia.