

**RFP 646436 Electronic Bill Presentment and Electronic Payment Receipt  
Processing System  
Pre-Proposal Conference  
Wednesday , January 26, 2005**

**1) Question:** On the Statement of Needs, Section B, Implementation Schedule Item 2 , talking about implementation schedule by other departments and there's also a schedule in the back my question is do we know at this time in addition to the campus card are there other departments that are lined up for early deployment? It would be interesting to find out if parking were involved, housing, library or which ones are anxious to get going.

**Answer:** Currently, Virginia Tech's primary focus is on the first phase of the project – implementing the electronic billing and payment process for tuition and fees. Because of the limited time remaining to implement phase 1 and because of critical importance of phase 1, we have not actively solicited any other university departments to participate in phase two of the project. Room and board charges are included in the billings for tuition and fees, so the majority of housing costs will be included in phase 1. Due to limited staff resources, we do not anticipate any early deployments or implementation of other university departments until phase 1 is successfully completed for Fall 2005.

**2) Question:** Under C Bill Presentment, Item 6, There's a reference asking for experience with other universities in the lockbox operation referencing Wachovia Bank. Question one is the university presently using Wachovia lockbox and then are you using for identification purposes OCR code as part of the identification lockbox? I'm curious if it's OCR A or B and/or bar code.

**Answer:** Yes, Virginia Tech currently uses Wachovia Bank for lockbox processing. Wachovia uses the OCR-B font and it does not use bar codes.

**3) Question:** My question is on Attachment D in the pricing schedule just for some clarification the assumptions beginning with year one are 50,000 payments and then for each of years 1, 2 and 3 beginning bill payments with ACH credit card and debit card there are actual item number accounts given beginning with 12,500 first year and then it goes up each year as it should so my question is it 50,000 that we should assume or is it just count that's increasing year by year?

**Answer:** In the Price Worksheet in Attachment D, the assumed total number of payments (50,000 in the Bill Presentment and Payment section) is the total number of payments, including payments that will continue to be made by paper checks through the lockbox. These payments by paper checks will not effect the transaction costs of electronic payments, so they have been, by design, omitted from the Price Worksheet. Therefore, the numbers that are to be used to compute prices are the actual numbers specified in the Price Worksheet, for example, in Year 1, 5,000 ACH

payments, 5,000 credit card payments, and 2,500 debit card payments should be used to compute prices.

Virginia Tech has no way to know how many payments will be made electronically or what proportion will be made by ACH, credit card, or debit card. The 50,000 total is the actual average number of payments received under the current paper check system.

However, the number of electronic payments and the proportion of electronic payments by payment type are assumptions made solely to standardize the pricing of all offerors who respond to this RFP.

**4) Question:** Regarding the question about the implementation schedule is there a plan once the decision has been made and implementation is beginning to host information sessions within the university to promote the new services to the rest of the audience? And regarding the services mentioned that are referred to as shopping cart is the term shopping cart used generically to name any type of ecommerce component for selling products or services or is it meant to be the traditional format of shopping carts? The reason for my question is one type of technology is related to products another is related to services.

**Answer:** Yes, it would be our intention, as part of the second phase of the implementation, (phase 1 being the implementation of electronic billing and payments for tuition and fees), to host information sessions within the university to promote the use of the payment gateway or similar technology for electronic payments for the various university departments that sell goods and or services. We will actively seek participation in these sessions from departments with their own existing ecommerce solutions as well as those departments who expressed interest in the availability of such systems, but who have not yet implemented such processes.

As to the second question, yes, we are referring to shopping cart generically to be used for goods and services.

**5) Question:** Please clarify on page 6, under Administrative Tools, section F #4 what is meant by interactive voice response and toll free telephone numbers for remitting credit card, debit card and ACH payments?

**Answer:** In the Statement of Needs, section F, Administrative Tools, the intent of the wording “Interactive Voice Response and toll free telephone numbers for remitting credit card, debit card, and ACH payments” is to determine the offerors ability to provide an interactive telephone-based system for Virginia Tech’s customers to make payments via the telephone as an alternative to paying electronically via a computer/web-based system.

**6) Question:** Another question I have is related to the review of response the references you ask for with respect to one person must currently use Sungard system as well as the offered system and then the other 3 if someone who responds to this does not have those 3 references are they immediately eliminated or is their whole proposal taken into account?

**Answer:** Not providing the 3 references requested could result in a proposal being rejected or receiving a lower score since this is a specific requirement.

**7) Question:** Is the first department to implement these services the Bursars Office for tuition payment?

**Answer:** Yes, the Bursar's Office will be the first department for implementation and the electronic billing and electronic payments of tuition and fees will be primary objective of this initial implementation.

**8) Question:** I think you indicate you want to go partial live in May. You do ask for a schedule to include campus card. The question is the committee looking to start with campus card in May also?

**Answer:** Virginia Tech does not plan to go live with accepting electronic payments for the campus card (Hokie Passport) in May. The implementation of the electronic payments for the campus card will not be implemented until phase 2 - after the successful implementation of the electronic billing and payment processes for tuition and fees.

**9) Question:** On item C, Bill Presentment item 2, you discuss 225,000 bills annually but in the attachments where in the schedules it looks like you have a bill count of 240,000 will I use 240,000 bills for assumption? In attachment D I see bill presentment year 2 the 225,000 figure there as bill view only under the bills.

**Answer:** In the Statement of Needs, section C, Bill Presentment, number 2, the number of bills presented is listed as "approximately 225,000". In Attachment D – Price Worksheet, in the "Bill Presentment and Payment" the number of bills presented is 240,000. The number was incremented to allow for a growth factor. Therefore, 240,000 is the correct number to use in the Price Worksheet for "Bill Presentment" in Years 1, 2 and 3. It is only coincidental that the 225,000 total is used for the "Bill View Only" total in Year 2.

As with all other numbers shown on the Price Worksheet, the numbers on the worksheet are the numbers to be used to in calculating the prices. The offerors should only input data into the highlighted areas on the worksheet and not alter the totals or the assumptions used in the body of the worksheet.

**10) Question:** Would award of this contract have any impact on departments that are currently implementing solutions for on line credit card and ecommerce?

**Answer:** The award of this contract will not have a direct impact on any departments currently implementing solutions for on line credit card and ecommerce processes. Any projects currently in implementation will have to be reviewed on an individual basis to determine if it is feasible to use the system selected by the award of this contract. Another factor effecting the decision would be the current status and deadlines of the

project being implemented and how that corresponds to the implementation plan for the system selected under this RFP. The university will strongly encourage, but not require, university departments to use this contract for credit cards or ecommerce solutions. The system selected under this contract will be the only system that will receive administrative and technical support from the Controller's Office or university central IT staff.

**11) Question:** To expand on that is the intent from this RFP that the result of this and the winner of this will then have the ecommerce platform for the entire university and is there existing contracts and there are probably some departments that are in the process of implementing the solution?

**Answer:** This contract will not override or replace any existing contracts, nor will it grant exclusive rights to the ecommerce platform for the entire university. As existing contracts expire, the university will encourage departments to use this contract and assist them in making the transition.

**12) Question:** What I think this RFP represents is a tremendous value to the university especially in certain departments the Bursar's Office being one of them there are other components to data management and data collection that I don't think are addressed by this RFP that are also value added services to organizations that may also need ecommerce solutions so I know that if we respond to this that we may be introducing some other ideas that this RFP doesn't address so is that normal?

**Answer:** You may introduce other ideas in your RFP response for review by the committee, but you must also include the requirements that are asked for.

**13) Question:** Page 3, Contract Participation, Whomever is awarded this contract has the opportunity to work with any of these other state agencies under these same conditions?

**Answer:** See pg. 3, IV. Contract Participation-The listed Colleges and Universities could participate in this contract if they choose at contract prices in accordance with the contract terms.

**14) Question:** You have stated in the RFP that you have to be a partner with Diebold for card services, is this a requirement and should we answer the RFP if we are not partners?

**Answer:** This was intended to mean the offeror could integrate to Diebold with no major modifications to the Diebold code, that any add on components would not require modifications to baseline Diebold, would be supplied by the offeror and require minimal effort from VT IT staff.