



**Date:** 24 July 2025

**To:** All Potential Bidders

**Subject:** Addendum No. 1 | Q&A Clarification

**Bid:** 25-022 Merchant Services – Credit Card Processing

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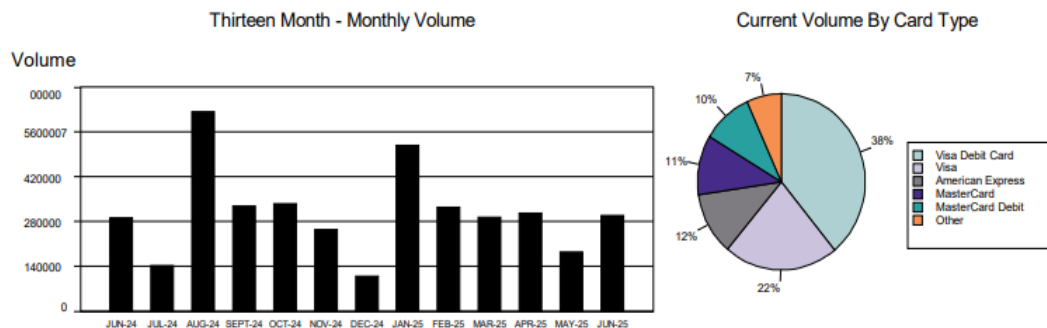
**UPDATE: THE OPENING DATE (DEADLINE FOR PROPOSALS) FOR RFP 25-022 HAS BEEN EXTENDED. THE OPENING HAS BEEN MOVED TO AUGUST 7<sup>TH</sup>**

- Q1.** RFP Scope of Services mentions Bursar's Office as a department involved in this RFP. Is the University only interested in considering bids for a gateway and merchant account, or would you be open to exploring additional associated services that could be offered in one unified platform along with the gateway (i.e., Payment plans, bill presentment, financial aid refunds, 1098T Presentment, etc.)?
- Only considering bids for a gateway and merchant account.
- Q2.** Is the University interested in passing along service fees associated with credit card payments?
- No, at this time, the University will continue to absorb the fees associated with credit card payments.
- Q3.** Is the University looking to accept other forms of payments (i.e., ACH, 529 plans, International Fund Transfers, Apple Pay, Google Wallet) in addition to credit card payments?
- Troy University has other payment sources in place for 529 plans and international payments/wires. The potential to accept Apple Pay and Google Wallet is relevant.
- Q4.** The RFP mentions that a bid bond may be applicable, which, in our experience, is atypical for software and services. Is a bid bond a requirement for this contract?
- At this time, TROY bid policies require bid bonds for RFP responses proposing costs exceeding \$50,000 and performance bonds for all awarded bids, regardless of the requested service/good type.
- Q5.** We were just made aware of the RFP, and because there are forms, terms, and to allow for ample time for printing and shipping, would Troy consider an extension of the due date to August 7<sup>th</sup>
- Extension has been approved. The Opening date has been moved to August 7<sup>th</sup>.

2025 at 2pm.

**Q6.** In order for us to provide more accurate pricing for your processing, would we be able to know the volumes of processing from your current statements? That will assist in things being accurate.

- **Statement Snapshot:**
  - **Web Account: Total deposits- June 2025 \$2,632,183.51**
  - **Web Account Snapshot: June 2024-June 2025**



**Q7.** What kind of in-person payment is taken? Key entered? Tap to pay? Chip?

- **Key-entered**

**Q8.** What type of equipment is currently in place? Or will you need equipment?

- **Ingenico credit card machines are currently in place for accounts that take in-person payments**

**Q9.** How many merchant accounts are there?

- **14**

**Q10.** Are the Troy, Montgomery, and Dothan campuses using one instance of Ellucian or three separate instances?

- **Yes, one instance**

**Q11.** Would Troy be willing to remove the requirements for a bid bond/performance bond? In our experience, most underwriters will not issue bid/performance bonds for software installations since bid/performance bonds are typically used for more tangible projects, like construction. If Troy cannot remove that requirement, will the inability to provide those bonds disqualify us?

- **At this time, TROY bid policies require bid bonds for RFP responses proposing costs exceeding \$50,000 and performance bonds for all awarded bids, regardless of the requested service/good type. If unable to comply with this requirement, a vendor would be disqualified**

**Q12.** We consider our HECVAT to be confidential information. Is Troy willing to sign a mutual non-disclosure agreement before the bid closing date so we are able to include HECVAT

documentation with our proposal?

- Yes

**Q13.** Does the University require original, wet-ink signatures in the hard copy response or will copies and e-signatures suffice?

- Original, wet-ink signatures are required for the affidavit & VDS

**Q14.** In an effort to reduce environmental and logistical impacts for all bidders, would the University consider accepting digital-only submissions for this RFP in lieu of hard copies and a flash drive?

- At this time, the TROY policy requires 2 physical copies of the proposal
  - Only one original copies of the VDS & Affidavit are required
  - W9 does not have to be a wet-ink original copy.
  - A flash drive with a digital copy is requested but not required.

**Q15.** Given that responses to vendor questions are scheduled to be released at 5:00 PM on Thursday, July 24th, and hard copy proposals must be delivered before 2:00 PM on Thursday, July 31st, would the University consider releasing answers earlier if they are available or confirming no addendum requiring material changes is expected? This would assist vendors to apply clarifications to our responses and meet the tight turnaround to ship hard copies.

- July 24, 2025, will be the final day for the department to give us their responses to the questions. If they should send us their answers to all of the questions asked before this date, we will release the Q&A Addendum earlier.

**Q16.** Could the University provide details on if there are feature/solution gaps, service concerns, compliance issues, etc. that lead the University to issue this RFP? Are there areas most important to Troy not outlined in the RFP bidders should focus on in their response?

- Existing contract expiration date led to issuance of this RFP. No service concerns, compliance issues at this time.

**Q17.** Can the University confirm if the original bid bond needs to be included with the hard copy response or if a copy of it will suffice?

- Please include the original.

**Q18.** The RFP requires bid and performance bonds, which are more commonly associated with construction or tangible goods contracts. Given that this engagement involves merchant services and payment processing, would the University consider waiving the bond requirements for this solicitation?

- At this time, TROY bid policies require bid bonds for RFP responses proposing costs exceeding \$50,000 and performance bonds for all awarded bids, regardless of the requested service/good type.

- Q19.** Will responses to vendor questions be issued in the form of a formal addendum to the RFP? Section 3.4 states that memoranda or correspondence shall not be construed as amendments to the contract.
- The questions received by the 15th will be answered directly and will be issued in a formal addendum that is scheduled for the 24<sup>th</sup>.
- Q20.** The Troy University Cover Sheet includes “Shortest estimated shipping time following intent to award”. Can the University clarify what is expected to be included here?
- For software-related goods/services, this would be interpreted as the shortest time between award and implementation of the system.
- Q21.** Can the University clarify when it expects implementation to begin following the award and what the target go-live date is? Is there a defined end date for the current contract?
- The current contract's end date is September 3, 2025.
  - The awarded contract is scheduled to commence on September 4, 2025
    - This would be the target go-live date for the chosen service.
- Q22.** Can the University confirm who is currently providing merchant services and whether the University is seeking to replace that provider, the gateway, or both?
- TouchNet- Heartland
  - This RFP is being issued as the contract term is ending for our previously awarded service. Fair & equal procurement policies ensure that state-funded institutions cultivate competitive bidding practices for all contractual goods and services. The RFP is being issued to guarantee that the University and its partners are in compliance with these policies. We are not voiding a contract or seeking to replace the incumbent service provider due to any issues with their service.
- Q23.** Given that the RFP states the contract will be negotiated after award and that the RFP and proposal responses will comprise the terms in the absence of a separate agreement, can the University confirm what happens if the selected vendor and the University are unable to reach agreement on final contract terms? Would the bid bond be returned in that case?
- Short-term measures to ensure the service does not lapse would be considered, and the contract would be re-bid.
  - The bid bond would be returned, as well as the performance bond [if either is received in the form of a check instead of a surety].
- Q24.** Is this RFP strictly for merchant card services, or is the university open to processing software that integrates with Ellucian Colleague, Ellucian self-service, Ellucian CRM Recruit, Ellucian Elevate, Adirondack Parking Administrator, and Adirondack Housing Director software programs?
- This bid only covers the Credit Card processing services. Additional/related

services can be offered, but those services would be outside of the scope of this bid. Thus, such services would be assessed separately according to State and federal purchasing policies.

- Q25.** Is this RFP for international and US Domestic processing?
- No
- Q26.** Does this RFP include both credit card and ACH processing?
- No, credit card processing only
- Q27.** Will all MIDs be set up under the same legal entity?
- Yes
- Q28.** Is the school open to other processing solutions, or is processing through PayPal a requirement?
- Is PayPal a requirement? No.
  - Are we open to other options? Yes.
- Q29.** The RFP does not include any standard terms and conditions or draft agreement for review, and it does not request bidders to submit their own contract with their response. Can the University clarify whether a contract document will be provided for review prior to award, or if it's the University's intention to use the bidder's draft Agreement after award?
- The proposal and award letter will serve as the contract. It is up to the vendor to propose preferred terms within their response. The awarded vendor may choose to supply a formalized contract based on the accepted terms outlined by TROY and noted within the winning proposal if they so wish.
- Q30.** Can the University clarify its expectations around payment devices? Specifically, should bidders assume that device costs are to be absorbed as part of the proposed pricing, or passed through to the University? If the latter, is there a preferred or anticipated price range per device that the university expects or is budgeting for?
- No preferred or anticipated price range. The University does not expect the device costs to be absorbed in the proposal pricing.
- Q31.** Can the University provide the number of terminals being used and if it is the expectation for them to be replaced (none, some, or all)?
- 14, no expectation for them to be replaced. Some are newer than others.
- Q32.** Which credit card terminals are currently being used?
- Currently using Ingenico in person (swipe) machines.

- Q33.** What is the estimated annual processing volume (credits card and ACH)?
- June 2024-June 2025 total \$41M for all accounts combined
- Q34.** Is the school responsible for all the processing fees, or do any of the accounts/ departments pass the fees to the payer?
- The University absorbs processing fees and these will not be passed to the student at this time.
- Q35.** What is the billing cycle requirement?
- Auto debit or to be invoiced?
  - Daily or monthly?
    - Auto debit (not netted with deposits)-separate transaction
- Q36.** Can the University provide additional detail regarding reporting expectations, including any required formats, delivery methods (e.g., automated, downloadable, SFTP), and existing reports that are used for reconciliation, audit, or compliance purposes?
- Expectation: Capability to export individual transactions into Excel and also batch (daily) transactions in Excel as well.