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## Addendum #1

### University Response to Questions and Section 2.4 Update

#### RFP 07-17 Comprehensive Banking Services

September 2, 2016

The University of Maine

#### Change to Section 2.4 Award Protest:

University of Maine  
at Augusta

University of Maine  
at Farmington

University of Maine  
at Fort Kent

*Respondents may appeal the award decision by submitting a written protest to the University of Maine System's **Chip Gavin, Chief General Services Officer** within five (5) business days of the date of the award notice, with a copy of the protest to the successful Respondent. The protest must contain a statement of the basis for the challenge.*

University of Maine  
at Machias

#### General Questions

University of Maine  
at Presque Isle

**1. (Appendix K) Q. 3. (p. 77) Please detail what is meant by information reporting system?**

University of  
Southern Maine

Answer: This question relates to the firm's online reporting system through which UMS would access reports of account activity.

**2. (Appendix K) Q. 7 (p. 78) Our bank does not have a SSAE 16 report. Will this exclude us from the bid process and/or what impact will it have on the evaluation process?**

Answer: Failure to submit an SSAE16 report will not disqualify a firm from bidding. However, bidders that do not have an SSAE16 should provide sufficient information in their proposals for UMS to be able to fully assess and evaluate the organization's control environment related to proposed services. Other independent audits or third-party reviews of controls to substantiate responses will help in the evaluation.

**3. (Appendix K) Q. 8. (p. 78) What level of description is required? We use a variety of service providers and we are typically bound by contract/NDA to keep their security information confidential.**

Answer: As a minimum provide the names of the service providers and statements identifying the services that the service providers deliver, and what independent auditing they have undergone. If you are bound to keep the information confidential than a statement to that fact and that you attest that you have reviewed their information security controls and are satisfied with the measures that they take to protect the data that you entrust

to them. Depending on the nature of the service offered, the University may need to review their security upon award, and with a NDA as needed.

4. **(General Technical) Q. 2 (p. 79) Similar to Appendix K, Q. 8. What level of description is required? We use a variety of service providers and we are typically bound by contract/NDA to keep their security information confidential.**

Answer: Again, provide the names of the third-parties that you engage and statements identifying the independent auditing they have undergone. Attest that you have reviewed their information security controls and are satisfied with the measures that they take to protect the data that you entrust to them.

5. **(Appendix E – Contract for Services) \*Rider A, Rider C, and Rider D are not included although referenced. Could you please provide these?**

Answer: Rider C has been included in this addendum. Items covered in Rider A and Rider D are included in other sections/appendices of the RFP.

6. **(Appendix E – Contract for Services) 3. Payment –This appears to be a standard vendor contract. Typically, Banking Services are not billed in this fashion. Can this section be updated to meet the industry standards for each Service Group?**

Answer: We will consider reasonable changes to the standard contract.  
Currently Group 1 - deducted annually from the general banking account with monthly Bank Analysis Statements.

Group 2 – monthly from each campus CC depository account with Merchant Card statements.

Group 3 – included with group 1 fees with monthly analysis statements

Group 4 – rebates with monthly statements

Group 5 –

Group 6 – paid by check

7. **(General Technical) Q. 3 (p. 79) Is the intent to contact our vendors?**

Answer: We will first seek information through the bidder but may contact partners if we feel that it is necessary in order to understand technical, functional, or security requirements and assess any risks associated with such dependencies.

8. **(General Technical) Q.4. (p. 79) We are constantly upgrading and updating items throughout the network. Could you please clarify the System's expectations for notification?**

Answer: Provide an overall concept of your change management program so that we have an understanding and expectation that you manage changes in a methodical and systematic approach. The University expects change notifications when changes may affect users' experiences or when a change impacts the ability to connect or operate because of introduced

software incompatibilities. As a minimum, anything that would require training or configuration changes on University systems requires a notification.

**9. (Technical Data Interface Exchange) Q. 4. (p. 80) What type of connection to PeopleSoft is required?**

Answer: Currently all UMS banking data exchanges are custom https or sftp. We are open and interested in any alternatives a Vendor has with existing PeopleSoft customers utilizing PeopleSoft delivered (non-customized) methodologies.

**10. We respectfully request that we be provided a copy of Exhibit 1 Tables 1-3 (Appendix C) in Excel format as offered in the request on page 36 of 83.**

Answer: Exhibit 1 is provided in Excel form via request to [rachel.piper@maine.edu](mailto:rachel.piper@maine.edu) or as attached to this email communication.

**11. (Service Groups 3 &4: Electronic Payable ACH & Ghost Card—Sections 1.1.4.3 & 1.1.4.4) Is each Service Group scored and weighted separately on the 100-point system?**

Answer: Yes, Services Groups 3 and 4 will be scored and weighted separately.

**12. Are the Respondents able to include a supplemental pricing proposal in addition to the one provided for additional services that are referenced in the RFP, but not included in the pricing table provided? Ex. Positive Pay, ARP, Reports (Exhibit 1)**

Answer: Additional Services for Service Group 1 were inadvertently omitted from the RFP. A complete pricing table is found below as well as within the excel document attached above.

Table 1 : PRO-FORMA PRICING			
Service Group 1: General Banking Services			
AFP Code	Service	Average Monthly Volume	Proposed Unit Cost
Depository Services			
010000	Account Maintenance	19	
100000	Banking Center Deposit	24	
100007	QBD/Night Drop Deposit	149	
010100	Debits Posted – Other	1	
100502	Deposit Correction- Non-Cash	1	
150102	General Checks Paid Truncated	126	
010020	ZBA Master Account Maint	1	
010021	ZBA Subsidiary Account Maint	15	
010112	ZBA Per Transaction	215	
100400	Returns – Chargeback	7	
100402	Returns – Reclear	8	

100402	Returns - Reclear Services	1
10022Z	CKS Dep UN-Encoded Items	1,141
100310	CKS Deposited Foreign Items	2
150410	Stop Pay Automated<=12 Months	1
150410	Stop Pay Automated>12 Months	3
000202	Ledger Overdraft Per Day	3
010100	Debits Posted - Electronic	198
010101	Credits Posted - Other	6
010101	Credits Posted – Electronic	2,458
010310	Deposit Account Statements	21
150102	Gen Disb Cks Pd-IS FRT BK IMG	18
150420	Stop Pay Manual <=12 Months	1
100200	Check Deposit - ICL or RDSO	155
100502	Deposit Correction-RDS	2
100229	IRD Deposited Items-RDSO	1
100229	Image Deposited Items - RDSO	3,923
<b>Commercial Deposits - Cash Vault</b>		
10001A	Curr/Coin Dep/\$100-QBD-ND	585
10001Z	Curr/Coin Dep/\$100-BKG CTR	63
10011Z	Curr/Coin Dep/\$100-VLT	1
100501	Deposit Correction-Cash	1
<b>General ACH Services</b>		
250640	ACH Delete/Reversal	5
250302	ACH Return Item	90
250400	ACH Output-File	1
250000	ACH Monthly Maintenance	10
250501	ACH Input-File	126
250150	ACH Blocks Auth Instructions	47
251050	ACH Blocks Auth Maintenance	6
251050	ACH Blocks Auth Add-Change	1
250120	ACH Originated Addenda	20
250622	Delete/Reversal Batch/File	1
250102	ACH LV ON US Items	20
250102	ACH LV OFF US Items	102
250000	ACH LV-Monthly Maintenance	1
251070	ACH Notif of Change (NOC)	57
259999	ACH Standard Reports -Fax	3
259999	ACH Standard RPTS - Electronic	62
250101	ACH Consumer ON US Credits	751
250101	ACH Consumer OFF US Credits	17,228
250100	ACH Consumer ON US Debits	165

250100	ACH Consumer OFF US Debits	1,729
250201	ACH Credit Received Item	2,457
250200	ACH Debit Received Item	309
<b>Controlled Disbursements</b>		
150000	Controlled Disp Maintenance	2
150112	Cont Disb Cks Paid-Truncated	5,806
159999	Cont Disb-Funding Credits	42
<b>Wire Transfer</b>		
350409	Online GPS Confirms	11
350000	Online GP Monthly Maintenance Basic	1
350550	PH or Stnd Order Temp Store	7
350103	Elec Wire Out-Domestic	4
350103	IVR-Wire Out-Domestic	2
350113	Elec Wire Out-USD Intl	2
350123	Elec Wire Out-Book DB	9
350222	Manual Wire Book Debit	1
350300	Incoming Domestic Wire	55
350310	Incoming USD Intl Wire	1
350599	Online GP Cust Mnt Temp Storage	1
350599	Manual Wire Out - USD Intl	1
350212	Wire Advice-Mail	1
350412	Manual Wire Out - Domestic	1
350202	Incoming USD Intl Wire-Chg Our	3
350310	Incoming USD Intl Wire-Chg Ben	3
350310	Incoming FX Intl Wire-Chg Our	1
350310	Bank Assisted Draft-FX Intl	1
350212	Book Credit	3
350320	Manual Wire Out - Intl FX	2
600222	Elec Wire Out-Intl FX	4
<b>Account Reconciliation</b>		
200010	ARP Full PPAY Maint-Paper RPT	2
200110	ARP Full PPAY Input Per Item	5,974
200301	ARP Recon Trans End of Cycle	2
200209	ARP Void Cancel Items	203
200309	ARP Output Processing Per Item	5,799
150310	Positive Pay Exceptions	8
150030	ARP PPY Maint-No Recon	1
150322	ARP Positive Pay Return Default	1
150322	ARP Positive Pay Return - Other	7
150210	Payee Positive Pay-Issue Match	4,005
150122	Payee Positive Pay Maint	1

Informational Services		
400299	Online Prem Email Sched	7
400299	Online Prem Email Sched	20
159999	Online ARP Positive Pay Notif	84
350409	Online Wire Payee Advising	1
400299	Online Subscription	1
400299	Online Prem IR Maintenance	1
400052	Online Prem PDR Account	20
400272	Online Prem PDR ITM Stored	6,843
400055	Online Prem CDR Account	8
400275	Online Prem CDR Item	2,343
400340	Online Prem Research Item	671
400340	Online Prem Research Item	100
400340	Online Per Image Access	33
400340	OnlinePer Image Access	10
EDI Services		
300229	EDI Invoices Received	78
300225	Web EDI Maint. Receiving	1
300229	CPC Rec Invoice Volume	877
300225	CPC Rec Online Monthly Maint	4
Remote Deposit Services		
010000	Remote Dep-Account Maintenance	1
019999	Remote Dep CK Image Processing	3,925
019999	RDSOL-Item Storage	186,506
019999	Med Volume Scanner Maint	13
019999	Low Volume Scanner Maint	1
Image		
151351	Image Archive-90 Days	5,769
151350	Image Maintenance Online	2
151351	Image Retrieval Online	19
Miscellaneous		
151342	Check Copy	3
150500	Nonrelationship Cust CK Cashed	22
150500	Non-Relation Cust CK Cashed CA	1
	Statement Copy	1

13. **Will the University allow us to include the University's logo within our RFP response?**

Answer: Yes, the University's logo may be used within the RFP response.

14. **Please provide insight into the reasons the University is undertaking this RFP process. Any additional insight on this point would be helpful.**

Answer: The University is undertaking this RFP process to evaluate options in the marketplace to ensure pricing is reasonable, with systems that support efficient business processes and stakeholder needs, and from vendors that are committed to superior customer service.

15. **When was the last time the University undertook this due diligence with an RFP?**

Answer: This is the first time the University has issued an RFP for these service groups collectively. Each service group's due diligence procedures have been performed separately and at different times in the past.

16. **What are the key goals that the University is looking to achieve with exploring other solutions?**

Answer: Through this process, the University is looking to contract with a partner(s) that will provide strong technology platforms and solutions to meet the System's current and future business needs. The University is seeking solutions that are efficient, economical, and include a high level of customer service.

17. **Who are the current provider(s) for the services under consideration?**

Answer:

- Service Group 1: General Banking: Bank of America
- Service Group 2: Merchant Card: Bank of America and Global Payments
- Service Group 3: Electronic Payables (ACH): Bank of America
- Service Group 4: Electronic Payables (Ghost Card): Bank of America
- Service Group 5: Payroll Cards: None
- Service Group 6: Purchase Cards and Travel Cards: US Bank

18. **For Service Group 1, please describe the University's service/support experience from your existing provider?**

Answer: Service and support needs and experiences have varied by service group and stakeholder.

19. **(Appendix J, Page 76) Many software and web solutions offered by financial institutions are not yet tested for WCAG. If the respondent is unable to provide a completed VPAT or description of accessibility features at this time, will that be a disqualifying factor?**

Answer: Lack of a VPAT or description of accessibility features will not disqualify a bidder. However, such information may be required before execution of a contract.

20. **(Appendix K, #2. C, Page 77). Can you elaborate on the request to integrate into the System's Identify Management System? What interface would be requested by the System for its merchant processing services?**

Answer: Ideally, the merchant processing service would allow authentication and authorization of users through the University's Single Sign On technologies, specifically Shibboleth or CAS, and an API allowing us to integrate merchant services user access and privilege management with our standard tools and processes.

21. **Due to the sensitive nature of the information included in the SSAE16, would the System be willing to sign a non-disclosure statement/agreement prior to receiving our company's SSAE16?**

Answer: Bidders that require an NDA from the University should email that NDA to [gregg@maine.edu](mailto:gregg@maine.edu) for review and execution.

PFM is willing to sign an *NDA if the scope is limited to the SSAE16*. Bidders that require an NDA before releasing the SSAE16 should email the limited NDA to Barbara Fava at [favab@pfm.com](mailto:favab@pfm.com).

22. **Pre-bid conference – Is there a limitation on in-person attendees for the September 8<sup>th</sup> conference?**

Answer: There is no limit on the number of attendees at the September 8<sup>th</sup> conference. A conference line will be available for those unable to attend in person. Prospective Respondents that plan to call in to the pre-bid conference should contact Gregg Allen at [Gregg@maine.edu](mailto:Gregg@maine.edu) to obtain the call in number and credentials.

23. **On the Contract for Services, please expand on paragraph #3, referencing payment terms as it pertains to the RFP.**

Answer: This is boilerplate language and will be adjusted accordingly once the products are chosen and processes designed. This is also a duplicate of number 6

Currently Group 1 - annually taken from the general banking account with monthly Bank Analysis Statements.

Group 2 – monthly from each campus CC depository account with Merchant Card statements.

Group 3 – included with group 1 fees with monthly analysis statements

Group 4 – annual rebates with monthly statements

Group 5 –

Group 6 – paid by check

24. **(Section 1.2.1.1) Is the University willing to sign a bank service agreement in connection with the provision of services?**

Answer: Yes



25. **(Section 1.2.1.2) Will submission of any request to vary one of the terms listed in 1.2.1.2 render a proposal non-responsive?**

Answer: No. Modification of Agreement terms and conditions may be permitted except that the University, due to its public nature, is unlikely to agree to modifications listed under 1.2.1.2.

26. **Please provide a Word document version of the RFP.**

Answer: See attachment to email or request directly to rachel.piper@maine.edu.

27. **(Page 36, Exhibit 1) If there are pricing elements that need to be included, would the University like for us to add these to the end of the pricing sheet or on a separate document?**

Answer: If there any pricing elements that need to be included, add these to the end of the pricing sheet. Clearly identify that these are additional required services. For additional services that are not required, clearly identify the service as an “optional service”.

28. **(Appendix L) You reference PeopleSoft specific formats, would you be able to share the formats that you would require?**

Answer: Yes, upon award. We would be interested in interfaces a vendor already has in place with an existing PeopleSoft customer.

### Service Group 1: General Banking

29. **(Service Group 1) Section 1.1.3 (p.6) and 1.1.4.1.2 (p. 8) – What will be the process and timeline for individual campuses to decide to maintain their current banking partner or transition to the selected institution?**

Answer: Campus Chief Business Officers and System Finance staff would come to agreement. We anticipate decisions would be made no later than fiscal year ended June 30, 2017.

30. **(Service Group 1) Section 1.1.4.1.6.h. (p. 12) – Will the University require full account reconciliation services required for all (up to 70) accounts or some subset thereof?**

Answer: The University will require full account reconciliation on a subset of University accounts.

31. **(Appendix I) Q. 9. (p. 59) Can you elaborate what are you doing with the Presentment Data?**

Answer: The Presentment Date identifies the total amount of checks and ACH clearing during the current day that has not come out of the main banking account. This determines the cash balance that has to stay in the main account to cover the disbursement accounts. Excess cash over disbursement funding requirements are available for investment purposes.

32. **(Appendix I) Q. 15. (p. 60) – is securely emailing the reconciliations an option?**

Answer: Yes

33. **(Appendix I) Q. 17. c. (p. 61) –Does the System require daily account reconciliation?**

Answer: No, a daily account reconciliation file is not required. The University requires (at a minimum) monthly reconciliation for cleared, voided, stopped, and outstanding checks and a daily list of returned ACH payments.

34. **(Appendix I) Q. 18 (p.61). How is the University of Maine System collateralizing its funds today?**

Answer: Deposits in excess of amounts covered by the FDIC are secured with U.S. Treasury and Federal Agency obligations. Collateral is held at an independent third-party custodian.

35. **On Exhibit 1, Table 3 (Appendix C), you have EDI report per account listed but that is usually associated with incoming transactions. Should this be included in Table 1 instead?**

Answer: EDI report per account needs to move to Table 1. This is not part of Paymode charges. This EDI report is for 4 accounts that have electronic transactions (ACH/Wires).

36. **Within Appendix I – Evaluation Questions, Section B for Service Group 1 General Banking Services, on page 57 of 83, Item 2 Deposit Processing, subsection a indicates that specific Address information will be provided in addenda form at the pre-bidder's conference.**

**a. Will this information include business hours of operation and service time requirements related to armored services?**

Answer: The table will contain the addresses that currently have or will need deposit processing services. The addendum also contains average dollar amounts and number of deposits at each campus location. It will not include hours of operation.

**b. Will detail also be provided by location on average volume of deposited cash, coin and checks, plus whether the location requires change orders and what items are typically required in the change orders?**

Answer: Yes, with the exception of what items are typically required in the change orders. Details about change orders are not available.

**c. Additionally, can you confirm whether the University System presently uses an armored carrier, and if so who?**

Answer: The University currently does not use an armored car courier; a police courier is used.

**d. If so, would you like to continue using this carrier under the new contract?**

Answer: The University is interested in considering alternatives to using the police courier.

37. **Regarding Appendix I – Evaluation Questions, Section B for Service Group 1 General Banking Services, on page 60 of 83, Item 13 Foreign Transactions, can you provide a list of most commonly used/required currencies for these transactions? Which would be of interest for execution by ACH?**

Answer: International wire transfers are initiated in (but not limited to) the following currencies: U.S. Dollar, Euro, British Pound, Canadian Dollar, South African Rand, Danish Krone, Croatian Kuna, and Swedish Krona.

38. **Regarding Appendix I – Evaluation Questions, Section B for Service Group 1 General Banking Services, on page 61 of 83, Item 16 Online Reporting System, Question j, what is meant by canceled check? Do you mean an item previously issued and subsequently removed from the issue file, or something else?**

Answer: RFP (page 61 of 83) - Appendix I. Section B. Question j. should read, "Describe the process of locating the status of the controlled disbursement (a *cleared* ) check online."

39. **Please clarify, is the daily, weekly, monthly, annual account reconciliation process centralized? Or does each campus handle the reconciliation of their own specific accounts?**

Answer: The monthly account reconciliation process is centralized for the controlled disbursement accounts. Currently only the controlled disbursement accounts have AR services.

40. **Does the University of Maine System take advantage of a BAI file for automated reconciliation to your PeopleSoft ERP?**

Answer: We do use the BAI file for automation purposes. At this time, we do not have the PeopleSoft module that would allow us the capability to use the BAI file to reconcile. We currently use the online information report platform from our current bank affiliate to download in an Excel format. This Excel format is inputted into our customized spreadsheet to create journal entries for all bank activity except for RDC and Commercial deposits. Each campus records their own deposit to our general ledger. We use an automated process for processing cleared checks and returned student refund ACH payments into Peoplesoft. Each month the bank activity and PS GL activity report is downloaded to excel file and compared to each other to find variances..

41. **Is the University of Maine and related campuses undertaking a manual reconciliation process or is an automated process leveraging file integration? What would be the University's preference?**

Answer: The controlled disbursement accounts provides a cleared check file for the month and the file is uploaded to our AP and PR system to automatically change the status of the check to paid.

**42. For the Report of Cleared Checks, what report format is preferable?**

Answer: A fixed or delimited format.

**43. How is the University reconciling other transaction types, like ACH and Wires? Is this a manual process or automated?**

Answer: Manual, using excel spreadsheets for ACH and Wires with the general bank activity.

**44. In light of the fact that we do not have a branch or vault network in the State of Maine, we candidly have to be cognizant of deploying our resources in responding to General Banking RFP’s when branch requirements are evident. As the University states in its RFP that “it is likely that the individual campuses may choose to select one or more regional banks or decide to remain with current relationships to handle deposit requirements based on individual campus needs and requirements”, we wanted to know how much of a negative impact our inability to address these needs might have on our General Banking score.**

Answer: A local presence is not required, so the failure of a bank to have a branch network in Maine will not have a significant negative impact on the score.

**45. (Page 58: B 3: Branch Services) Approximately how many branches does the University of Maine’s seven universities make deposits to?**

Answer: Approximately 40 branches.

**46. (Page 58: B 2 l) Please explain the University of Maine’s procedures for handling deliveries of coin and currency, including timing.**

Answer: Cash orders are called in and picked up at local banks.

**47. (Page 58: B 4 f) As a follow-up, please include the ratio of ACH/IRD/Checks out of the 5,100 checks that are deposited through Remote Deposit Capture and any business rules pertinent to this type of processing.**

Answer: 100% processed as checks. Checks are to be stored in a secured area and destroyed after a period of time.

**48. Please provide a forecast of cash flow illustrating cash balances throughout the year.**

Answer: All cash activity flows into the General Fund

	Net Inflows/(outflows)	Inflows	Outflows	Average Daily Balance Per Month
July	(8,208,000)	45,940,000	(54,148,000)	2,040,000
August	33,969,000	112,936,000	(78,967,000)	2,316,000
September	18,712,000	83,232,000	(64,520,000)	2,068,000
October	(11,445,000)	46,580,000	(58,025,000)	2,027,000
November	(7,872,000)	50,688,000	(58,560,000)	2,312,000

December	(16,426,000)	4 2,993,000	(59,419,000)	1,974,000
January	53,511,000	122,541,000	(69,030,000)	1,931,000
February	(12,751,000)	60,872,000	(73,623,000)	2,261,000
March	(6,098,000)	45,268,000	(51,366,000)	2,120,000
April	(15,013,000)	36,834,000	(51,847,000)	1,917,000
May	1,909,000	58,471,000	(56,562,000)	2,198,000
June	(30,032,000)	20,782,000	(50,814,000)	1,822,000
Total		256,000	727,137,000	(726,881,000)

Average Daily Balance for the year 2,082,167

49. **“Provide competitively priced currency exchange”. Please expand on the Universities FX needs. Does UMS receive incoming and initiate foreign currencies transactions beyond International Wires? If so, breakdown and size of transactions would be helpful.**

Answer: The University only deals with foreign currency related to international wire transfers. Occasionally, the University receives checks in foreign currency (mostly Canadian).

50. **(Section 1.1.4.1.5) The RFP advises that the University deals in Euro, British Pound, Canadian Dollar, South African Rand, Danish Krone, Croatian Kuna, Swedish Krona; and that they receive 8 international wires a month and initiate 9 international wires per month.**

- a. **What is the number of wires in each of the currencies and the volumes per annum for each currency?**

**University of Maine System  
Wire Transfers for Fiscal Year  
2016**

		Total Amounts in USD	# of wires	Average Wire Amount
<b><u>Intl wires in FX</u></b>				
Canadian dollar	CAD	15,432.95	6	2,572.16
Swiss Francs	CHF	1,001.60	1	1,001.60
Danish Krone	DKK	9,371.15	3	3,123.72
Euros	EUR	77,869.72	28	2,781.06
British Pounds	GBP	39,847.54	14	2,846.25
Croatian Kuna	HRK	5,125.82	1	5,125.82
Swedish Krona	SEK	2,063.44	1	2,063.44
South African Rand	ZAR	5,078.36	4	1,269.59
			58	
		155,790.58		20,783.64

**Intl wires in USD**

Various countries	USD	21	
		1,168,999.35	55,666.64
 <b><u>Domestic wires in USD</u></b>			
United States	USD	59	
		184,010,476.52	3,118,821.64
<b>Totals =&gt;</b>		<b>138</b>	
		<b>185,335,266.45</b>	<b>3,195,271.91</b>

**b. Does the University currently hedge any of your FX exposure and if so, how?**

Answer: No, not in the short-term portion of the operating cash pool.

**51. Are the volumes in Exhibit 1, volumes for only the System's accounts or are the individual University Campus accounts in section 1.1.4.1.2 included in these volumes?**

Answer: The volumes provided in Exhibit 1 include all of the individual campus activity except deposit services.

**52. For the accounts included in Exhibit 1, what is the address of the location that is making branch/vault deposits at the bank?**

Answer: This information will be provided at the pre-bid conference.

**53. (Page 10, Section 1.1.4.1.3) How many additional locations/accounts would the University possibly add to the RDC service?**

Answer: It's possible that other campuses and locations will add the RDC service, but we cannot provide a number at present.

**54. (Page 10, Section 1.1.4.1.3) What are the make/model of the scanners used for RDC and are these owned by the University)?**

Answer: The RDC scanners currently used belong to our current bank affiliate.

**55. (Page 10, Section 1.1.4.1.4) Does the University require full reconciliation services on the controlled disbursement accounts?**

Answer: Yes

**56. (Page 11, Section 1.1.4.1.5) Does the University prefer to send ACH files via a direct transmission or upload to the bank's online portal for processing?**

Answer: We prefer to send and receive files via direct transmission for most of the ACH transactions (ex. Payroll and Student Refund). We also need the bank's online portal, not really to process ACH files but to do individual ACH batch processes that are manually input. Template storage would be required.

57. **(Page 12, Section 1.1.4.1.6) For the full reconciliation services, does the University require online reporting as well as direct transmission of reconciliation reports?**

Answer: The reconciliation report can either be online or through direct transmission.

58. **Would you consider outsourcing the production of your checks, if so, could you please include a sample of each type of check you produce?**

Answer: The University is not considering outsourcing the production of checks at this time.

## Service Group 2: Merchant Card

64. **Pg 13, 1.1.4.2. Who is your current merchant processor(s) and when does your contract(s) expire?**

Answer: BOA Merchant Services and Global Payments. The BOA Merchant Services agreement is ongoing. The Global Payments contract automatically extends annually in December.

65. **Pg 13, 1.1.4.2. The RFP states that "Four of the seven campuses charge convenience fees." Why do some do convenience fee and others not? Are the other three campuses likely to go convenience fee for tuition?**

Answer: This has been an individual campus choice based on circumstances at each campus. Likelihood of full move to convenience fee is unknown at this time.

66. **Pg 13, 1.1.4.2. The RFP states that "Four of the seven campuses charge convenience fees." Tuition for those campuses was \$7 million, which was not included in the \$19.9 million. What is the total dollar volume for tuition card payments for other three campuses? Is that amount included in the \$19.9 million?**

Answer: Tuition payments at the three campuses that do not charge convenience fees were \$ 2.8 million. This amount is included in the \$19.9 million figure.

67. **Pg 13, 1.1.4.2. Of the \$19.9 Million in volume, what percentage is ecommerce (over the web), what percentage is Mail/Telephone (card not present), and what percentage is over-the-counter (card present)?**

Answer: ecommerce \$8.8 m, MOTO \$841 K, card present \$10.3 m

68. **Pg 13, 1.1.4.2. Do you own the terminals listed (as opposed to rent)? If so, are they all currently processing EMV payments?**

Answer: The University uses a combination of owned and rented terminals. The list below provides details on ownership and EMV chip capability:

Merchant Terminals	Number of Terminals	Owned or Rented	EMV Capable
Verifone VX520 Dual Comm	29	owned	yes
Verifone VX680	3	Rented	yes
Verifone VX610	1	owned	no
Verifone VX520LE Dial	17	owned	yes
Verifone MX915	15	owned	yes
Logic Controls Inc MR3010U-BK	1	owned	no
Verifone MX870	7	owned	no

69. **Pg 13, 1.1.4.2. If you have more than one processor, which terminals connect with which processor?**

Answer: Some Verifone MX 915 terminals connect to BOA Merchant Services. All other terminals, including Verifone MX 915 connect to Global Payments.

70. **Pg 13, 1.1.4.2. Do you have an EMV strategy, if so what is your timeframe to implement and what solution and EMV devices (manufacturer and model name and number) are you considering?**

Answer: Varies depending on POS provider. Standalone terminals are upgraded with VX520. Bookstores and dining will have compliant MX 915 in coming months.

71. **Pg 13, 1.1.4.2. Are the Verifone VX520 devices used as stand-alone credit card terminals today, or in a semi-integrated or integrated environment? If semi-integrated or integrated, what is the POS system (company name and product name) of the payment interfaces they are used with? Are these solutions certified for EMV today? Is Verifone's hardware based P2P encryption used?**

Answer: All VX520s are used as stand alone devices.

72. **Pg 13, 1.1.4.2. Are the Verifone VX680 devices used as stand-alone credit card terminals today, or in a semi-integrated or integrated environment? If semi-integrated or integrated, what is the POS system (company name and product name) of the payment interfaces they are used with? Are these solutions certified for EMV today? Is Verifone's hardware based P2P encryption used?**

Answer: VX680s are used as stand alone devices

73. **Pg 13, 1.1.4.2. Are the Verifone MX915 devices used as stand-alone credit card terminals today, in a semi-integrated or integrated environment, or just as PIN pads? If semi-integrated or integrated, what is the POS system (company name and product name) of the payment interfaces they are used with? Are these solutions certified for EMV today? Is Verifone's hardware based P2P encryption used?**



Answer: MX 915's are integrated with Blackboard payment gateway or Sequoia Retail Systems

74. **Pg 13, 1.1.4.2. Are the Verifone MX870 devices used as stand-alone credit card terminals today, in a semi-integrated or integrated environment, or just as PIN pads? If semi-integrated or integrated, what is the POS system (company name and product name) of the payment interfaces they are used with? Are these solutions certified for EMV today? Is Verifone's hardware based P2P encryption used?**

Answer: MX870 devices are integrated with Sequoia Retail Systems

75. **Pg 13, 1.1.4.2. What systems utilize the Logic Controls Inc MR3010U-BK credit card reader?**

Answer: Vermont Systems Rec Trac, Plug n Pay, Global Payments

76. **Pg 13, 1.1.4.2. Is the Visa Debit volume provided volume for pin debit or signature debit?**

Answer: Volume includes both

77. **Pg 13, 1.1.4.2. If the Visa Debit volume is for signature debit, is PIN debit accepted today? If so, please provide the annual volume and number of transactions accepted?**

Answer: Yes, approximately \$1.6 million and 26,000 transactions.

78. **Pg 13, 1.1.4.2. Who funds the University for Discover transactions today? Is it Discover, or your current processor?**

Answer: Funded by current processor

79. **Pg 13, 1.1.4.2. Does the University accept American Express today? If so, who funds the University for American Express transactions today? Is it American Express, or your current processor?**

Answer: Limited acceptance. Funded by AMEX

80. **Concerning the University Merchant Systems listed, if you have more than one processor, which systems connect with which processor?**

Answer: Blackboard Payment Gateway and Sequoia Retail Systems Quadpoint connect to Bank of America. Vermont Systems Rec Trac Plug n Play, Sequoia POS and ePOS, and TopTix POS with authorize.net connect to Global Payments.

81. **Pg 13, 1.1.4.2. Vermont Systems Rec Trac with Plug n Pay payment gateway. Is the University using an EMV certified solution with this system? If yes, what devices are being used? If no, does the University plan to implement a EMV certified solution? If EMV is planned, what is the company name and product name of the payment interface and manufacturer name and model of the devices you plan to use?**

Answer: EMV solution not provided by POS provider as yet. Future solution is unknown.

82. **Pg 13, 1.1.4.2. Does the Blackboard with Blackboard payment gateway solution utilize the FIS Clear Commerce gateway? If not, what is the company name and product name of the Blackboard payment interface?**

Answer: yes

83. **Pg 13, 1.1.4.2. Does the Sequoia Retail Systems (POS, ePOS, and Quadpoint) use the Verifone's Point solution and PAYware Connect (PWC) payment gateway in a semi-integrated EMV certified solution today? If not, does the University plan to implement this solution? If you are not planning to implement this solution, what is the company name and product name of the Sequoia payment interface that is used today?**

Answer: Yes. We are currently in planning stage to switch to Verifone's Point solution and Payware Connect for those not already using

84. **Pg 13, 1.1.4.2. Does the TopTix POS with Authorize.net payment gateway use the EMV certified version today, and if so, with what devices? If not, does the University plan to implement EMV with this POS? If you do plan to implement EMV, what is the company name and product name of the payment solution and manufacturer name and model of the devices that will be used?**

Answer: Top Tix has not yet provided EMV solution. Will be implementing when available

85. **Pg 13, 1.1.4.2. Are there any additional POS systems in scope of the RFP that have not been listed? If so, please provide the name of each system, as well as any third-party payment software/middleware application it uses to communicate with the processor (provide the company name, product name and version, including service packs of each software or gateway)?**

Answer: All POS systems in the scope of the RFP have been listed.

86. **Pg 13, 1.1.4.2. Is there a requirement for IVR touchtone acceptance of cards? If so, does the bidder need to provide a fully hosted IVR solution or to provide a payment interface for the current IVR?**

Answer: Not required

87. **Pg 13, 1.1.4.2. If a third-party payment gateway is used for IVR payment processing, provide the company name and product name of the gateway and areas using this acceptance type along with the company name and product name of the IVR system?**

Answer: N/A

88. **Pg 14, 1.1.4.2. The RFP states that the University is a Level 4 PCI merchant. It also states that "The preference by the University is to remain out of scope for PCI network-related**

**compliance." Is the University currently maintaining PCI compliance with a Qualified Security Assessor (QSA)? Are you filing an SAQ? What does it mean that you would "remain out of scope" for PCI compliance?**

Answer: The University is currently using TrustWave for PCI validation services. Through that contract, TrustWave provides a QSA as well as a platform for which the University documents annual SAQs that it performs. In support of payment card activities, the University has been careful to segment the network in such a way that the point of sales activities are isolated from other parts of the network. This not only protects those transactions but keeps the entire network from being "in scope" for the PCI-DSS. The intent of this statement is to specify that PCI-related activities need to be pre-planned and pre-coordinated with the Information Security Office prior to implementation.

89. **Pg 14, 1.1.4.2. In "Required services", letter d. states "Allow the University to pass on convenience fees to payers." Currently, does the University set and collect the fee (fee is deposited into a University bank account), or does the processor (fee is deposited into the processor's bank account)? Which processor(s) is allowing convenience fees?**

Answer: Touchnet is processing transactions with convenience fees for tuition and depositing in a University bank account. Convenience fees are retained by TouchNet.

90. **Pg 14, 1.1.4.2. In "Required services", letter e. states "Deposit funds to designated University accounts with no more than a two day delay." Is the University currently being funded in two business days? Who is your depository bank? Are you open to establishing a deposit account at a different bank if it provides faster funding?**

Answer: Funding is currently in two business days or less. Bank of America is the current depository bank, but that could change based on the outcome of this RFP. The University would prefer to have funds deposited to its primary depository bank, but will consider establishing an account at a separate bank if the economics are more favorable.

91. **Pg 14, 1.1.4.2. "Required services", letter e. What is your settlement cutoff time?**

Answer: The current cut-off times vary merchant by merchant. Most e-commerce merchants settle around midnight. Others would be close of business (5:00 PM or after).

92. **Pg 63, C. Service Group 2: Merchant Card Processing, requirement 10. Does any location utilize point-to-point (P2P) or end-to-end (E2E) encryption today? If so, please provide the encryption method and product used?**

Answer: Not used at this time

93. **Pg 63, requirement 10. Does any location utilize tokenization of the card number today? If so, please provide the tokenization method and product used?**

Answer: Not used at this time

94. **Pg 64, C. Service Group 2: Merchant Card Processing, requirement 28.i. Does the University have a need for raw data files, or does the exporting capability of your current online reporting tool provide sufficient information?**

Answer: For now, exporting is providing sufficient information. We may request raw data files if delivered solution is not adequate.

95. **From Section 1.1.4.2, page 13, Regarding Convenience Fees: What divisions of the University are utilizing convenience fees and for what services/products? The RFP states that convenience fees are being assessed on tuition through TouchNet; are convenience fees being charged in other areas of the University? Please list where and for what a convenience fee is being charged.**

Answer: Convenience fees are being assessed on the collection of tuition only.

96. **From Section 1.1.4.2, page 13, Regarding Terminals (2 Questions):**

- a. **What are the Verifone MX915 terminals interfacing with for the Merchant System/Software?**

Answer: Sequoia Retails Systems Quadpoint – Bank of America, Sequoia software – Global Payments

- b. **What are the Verifone MX870 terminals interfacing with for the Merchant System/Software?**

Answer: Sequoia Retail Systems - Bookstore POS

97. **Can you provide a breakdown of the percentage of volume based on:**

- a. **Terminals (stand-alone terminals)**

Answer: 15%

- b. **Point of Sale/software solutions**

Answer: 37%

- c. **Gateway solutions (internet)**

Answer: 48%

98. **What percentage of your annual volume is pin-based debit?**

Answer: Approximately 8.2%

99. **Do you currently process pin-less debit transactions?**

Answer: Not currently. We are looking to implement in some areas in the near future.

100. **Please provide a breakdown of your annual volume, transaction count and average ticket by MCC code (Example: restaurant, bookstore, tuition, gift shop, healthcare / clinic, events, alumni, donations, etc.)**

Answer: All merchants are MCC code 8220 with the exception of the UMA Bangor Dental Clinic (8021)

101. **Do you currently have a tokenization solution? If so, what percentage of your payments are being tokenized today?**

Answer: none currently

102. **Do your campuses already have EMV-ready equipment?**

Answer: Yes

103. **How many tax IDs are part of UMS?**

Answer: one tax ID for University of Maine system. One for UM Foundation

104. **Please provide a breakdown of volume by merchant number.**

Merchant Name	Merchant ID	#	\$
UM COOPERATIVE EXT PUBLICATIONS	1080000001097	620	17,699.87
BEARS DEN UM CONCESSIONS	1080000001115	1,434	8,749.60
UM AUXILIARY SERVICES	1080000001137	635	22,398.47
UOM CAMPUS RECREATION	1080000001198	9,710	361,019.80
UNIVERSITY OF MAINE PARKING SERV	1080000001264	3,696	172,190.00
UM STUDENT RECREATION CTR ONLINE	1080000001272	1,114	39,992.15
UNIVERSITY OF MAINE	1080000001338	2,939	164,627.00
COLLINS CENTER FOR THE ARTS	1080000001396	906	38,780.05
ADMISSIONS	1080024231086	1,508	225,600.00
UNIVERSITY OF MAINE, BEAR NECESS	1080024231094	4,308	200,491.58
ATHLETIC TICKET	1080024231102	785	76,827.51
BURSAR'S OFFICE	1080024231110	6,721	1,291,531.57

MAINE BOUND	1080024231177	1,007	50,842.70
MAINE CARD	1080024231185	1,649	34,370.52
BOOKSTORE	1080024231193	57,575	3,538,018.91
DARLING MARINE CENTER	1080024274649	69	17,053.65
ADMISSION WEB	1080024274839	1,015	45,245.00
UNIVERSITY OF MAINE GRADUATE	1080024275208	11	695.00
MAINE CTR FOR ARTS/MCA	1080024275265	8,205	842,321.35
ATHLETIC TICKET WEB	1080024275331	3,448	571,263.00
DEVELOPMENT OFF/WEB	1080024275349	1,484	328,851.86
ATHLETIC BUS OFF	1080024275356	804	65,604.81
Tanglewood 4H Camp	1080000001315	427	148,231.00
UMA BANGOR DENTAL CLINIC	1080000001227	504	21,713.03
UMA BOOKSTORE WEB BASED	1080024273971	3,626	479,213.78
UNIVERSITY OF MAINE AT AUGUSTA	1080024274862	2,948	1,487,946.11
UMA BUSINESS OFFICE	1080500804088	2,661	1,282,311.22
UMA BOOKSTORE	1080500804161	3,241	272,402.11
UMA BUSINESS OFFICE	1080500823625	718	197,763.07
UMF PAYMENT GATEWAY TRANSACTIONS	1080000001206	313	57,526.73
UNIVERSITY OF MAINE @ FARMINGTON	1080024274813	1,568	49,070.19
UMS HEALTH AND FITNESS CENTER	1080500804997	2,256	162,337.83
UMF BOOKSTORE	1080500805077	2,470	195,811.25
UMFK PAYMENT GATEWAY TRANSACTION	1080000001204	227	24,756.39
UNIVERSITY OF MAINE AT FORT KENT	1080024274805	3,588	1,543,767.20
UMFK BUSINESS OFFICE	1080500804328	92	27,698.99
UMFK BOOKSTORE	1080500804401	686	24,139.99
UNIVERSITY OF MAINE AT MACHIAS	1080024274821	93	8,140.00
UMM BUSINESS OFFICE	1080500804732	1,508	64,975.80
MURDOCK FITNESS AND AQUATICS CEN	1080000001332	1	5.00
UMPI GENTILE HALL	1080000001190	1,015	69,229.00
UMPI BOOKSTORE	1080500804658	857	22,140.14

UNIV OF MAINE-PRESQUE ISLE IWEB	1080024274847	1,801	1,135,859.23
USM PARKING	1080000001077	890	35,676.00
USM STUDENT AR ON-LINE	1080000001208	21,653	1,234,710.50
USM PAYMENT GATEWAY	1080000001209	1,641	174,279.67
USM BOOKSTORE	1080000001267	5,228	662,296.37
USM BUSINESS OFFICE	1080500805150	4,420	339,784.07
USM BOOKSTORE	1080500805234	9,392	571,733.82
USM FOUNDATION	1080000001311		NEW
UNIVERSITY OF MAINE FOUNDATION	1080000001412		NEW
MAINE CARD	345597391886	4,931	265,790.00
BEARS DEN	345597392884	185,745	1,164,972.00
WELLS CENTRAL	345597393882	1,710	14,406.00
HILLTOP DINING	345597394880	9,263	73,449.00
YORK DINING	345597395887	328	4,160.00
BEAR BITES TOO	345597396885	6,555	22,444.00
UM Dining Services	372387926887		NEW

105. **Do you process checks today? If so, do you use e-check or any check warranty services? If so, what are the sales volumes and average ticket associated with check payments?**

Answer: Yes, the University accepts payment by check.

106. **Do you have a mobile-based app today?**

Answer: We have mobile functionality for customers through TouchNet. No mobile-based administrative applications.

107. **Do you utilize mobile solutions today? If so, please clarify. (iPads, phones, wireless terminals, etc.)**

Answer: Some use of wireless terminals

108. **Do you assess convenience fees or service fees in any environment other than tuition payments?**

Answer: No

109. **Would you be open to another tuition billing system and service fee and convenience fee processing to replace TouchNet?**

Answer: The University is open to learning about alternatives.

110. **To clarify, PeopleSoft Financial version 9.2 is leveraged across the University System? No other ERP systems?**

Answer: Correct

111. **Please describe the University’s service/support experience from your existing provider?**

Answer: The University is looking for improvement in service/support. Service and support should be timely, helpful, proactive and thorough.

112. **(Appendix E#3, Page 45) The payment terms noted requiring submitting an invoice, requesting fees rather than the industry standard in merchant card processing of debited a checking account of the System’s choice for fees. This industry standard of debiting for fees is referenced in questions 23 and 24 on page 64. Please confirm that debiting for fees is acceptable.**

Answer: Debiting fees is acceptable for payment of these charges.

113. **Do they connect via dial or IP?**

Answer: If this question is in respect to Merchant Card Processing (Section 1.1.4.2) most merchant terminals are connected through dial lines though some IP lines are used.

114. **Are any lease lines or frame relays used?**

Answer: If this question is in respect to Merchant Card Processing (Section 1.1.4.2) no leased lines or frame relays are used.

115. **Do any terminals accept pin-debit transactions?**

Answer: Tentative “no”

116. **Please detail which locations use the specific merchant systems listed on page 13 of the RFP. Please detail how they integrate with your current processor (gateways or direct).**

Vermont Systems Rec Trac with Plug n Pay payment gateway	UM and UMF Recreation Centers
Blackboard with Blackboard payment gateway	UM Maine Card Online
Sequoia Retail Systems (POS, ePOS, and Quadpoint)	All Bookstores, UM Dining locations



TopTix POS with authorize.net payment gateway	Collins Center for the Arts, UM Athletic Tickets
TouchNet payment gateway	Numerous departments system wide

**117. What percentage of your payments are card present, card not present and e-commerce?**

Answer: card present 52% , card not present 4%, ecommerce 44%

**118. Has the University suffered a breach in the last 24 months? If yes, please detail.**

Answer: No, the University has not suffered a breach that involved any payment card or financial-related data in the last 24 months.

**119. Are there any processing needs not met or desired (for example, mobile card acceptance, reporting, tokenization, P2PE encryption, or Apply Pay)?**

Answer: P3PE has not been widely implemented, but is strongly desirable. Tokenization has not been sought as the University currently does not electronically store any payment card numbers. There is a small but growing demand for mobile payment solutions, but there has not yet been a voiced demand for Apple Pay.

**120. (Convenience Fee Processing Through Touchnet): What percentage is charged?**

Answer: Information is not available at this time.

**121. (Convenience Fee Processing Through Touchnet): How are payments accepted? (in person, over the phone, and/or online)?**

Answer: Online only

**122. (Convenience Fee Processing Through Touchnet): Who is Touchnet's Merchant services provider?**

Answer: Unknown

**123. (Convenience Fee Processing Through Touchnet): Does Touchnet's system integrated with your accounts payable system? If yes, please detail.**

Answer: TouchNet's system is integrated with our student accounts receivable system. No integration with accounts payable.

**124. Are your VX520 terminals (chip capable) and if so, is the EMV file turned on?**

Answer: Yes

125. **Do you pay quarterly, bi-annual, or annual fees and if so what are they?**

Answer: It is unclear what fees are being referenced.

126. **How soon after the batch is closed is your money deposited into your account and does that include AMEX?**

Answer: Funds are deposited within 2 days. This does not include American Express.

127. **Do you have an account manager assigned to your account?**

Answer: Yes

128. **If there is an issue do you call a specific person or do you contact a call center number?**

Answer: Depends on the issue. Some of both.

129. **Do you receive paper statements or access your statements through an online portal?**

Answer: online

130. **What type of reporting tools are your currently utilizing and is there a fee for this service?**

Answer: Delivered reporting tools from provider. No fee.

131. **Are you on daily discount or monthly discount?**

Answer: monthly

132. **Do you have someone that will train your personnel on all aspects of credit card processing?**

Answer: Question is not clear. Please rephrase the question and ask it at the pre-bid conference.

133. **Can you provide the following information on the following devices:**

d. **MX 915 – What system does it attach to?**

Answer: the Sequoia Quadpoint, BOA Merchant Services

e. **MX870 – What system does it attach to?**

Answer: Sequoia POS, Global Payments

f. **Logic Controls Inc. MR301U-BK – what system does it attach to?**

Answer: Global Payments

**g. VX610 – this terminal is coming to an “end of life” and can no longer be successfully downloaded. Were you looking at any replacements for this terminal?**

Answer: Waiting on delivery of VX680 to replace it.

**134. With regard to section 1.1.4.2 on page 13, which four campuses are currently using a convenience fee program?**

Answer: University of Maine, Univ of Maine at Machias, Univ of Maine at Farmington, University of Southern Maine.

**135. With regard to section 1.1.4.2 on page 13, are any of the physical terminals listed at the top of the page used to go directly through one of the merchant systems listed at the bottom of page 13 (e.g. Vermont Systems, Blackboard, etc.)? If so, which terminals go direct through which system?**

Answer: Verifone MX915 – Sequoia software.

**136. Can you please share a sample merchant statement for your current provide so we can provide an impact analysis, both financially and for the format of the statements?**

Answer: Information is not available at this time.

**137. Does the University intend to continue utilizing the current hardware and/or software in the future in is the University interested in upgrading hardware/software? If upgrading, what additional functionality would the University like to gain?**

Answer: We are open to upgrades if the cost is manageable. Security would be the most important factor.

**138. Hardware terminals are in place today, are most transactions authorized/settled via dial-up or IP-based communication?**

Answer: Most stand alone terminals are via dial-up with some IP based

**139. If available, please provide a list of payment networks (Vital/TSYS, NOVA/Elavaon, FDMS, etc.) to which the University is currently authorizing and/or settling electronic payment transactions. Does the University anticipate that any additional departments not currently accepting payments today will desire to implement a merchant services program for payment acceptances in the future?**

Answer: Possible implementation for student tuition payments. Network statistics are unavailable.

**140. Visa and MasterCard require all acquirers to enter into contracts containing specific provisions with its merchants, provisions which are not included in the form contract**

**and/or which provisions conflict with the terms and conditions of the RFP. Therefore, will the University agree to include the acquirer's standard terms and conditions as part of the contract?**

Answer: Yes

### Service Group 3: Electronic Payables (ACH)

**141. Are you looking for separate pricing for Service Groups 3 & 4? And for each University?**

Answer: The University is looking for separate pricing for Service Groups 3&4, but combined pricing for the entire system.

**142. Can we get a rolling 12 month spend file for Accounts Payable**

Answer: The Data for this average was provided by Jeff Joy in PFM's original data request. If this is needed in a new format it will take several days to run and collate the data.

Paymode ACH transactions totaled: Qty 22,734 Total \$106,989,438 for FY063015

**143. Can we get spend numbers for the Community College System and Maine Maritime Academy?**

Answer: The University does not have this information.

**144. (Page 14, Section 1.1.4.3) In your attached analysis, you show a volume of 1,945 for Paymode transactions, is this your entire monthly volume for vendor payments?**

Answer: 1,900 is the average monthly volume for Paymode electronic payments.

### Service Group 4: Electronic Payables (Ghost Card)

**145. Are you looking for separate pricing for Service Groups 3 & 4? And for each University?**

Answer: The University is looking for separate pricing for Service Groups 3&4, but combined pricing for the entire system.

**146. Can we get a rolling 12 month spend file for Accounts Payable**

Answer: ePayables ACH transactions totaled: Qty 3,528 Total \$8,356,115 for FY063015

**147. Can we get spend numbers for the Community College System and Maine Maritime Academy?**

Answer: The University does not have this information

148. **Can you share the metrics on your existing ePayables program in terms of number of transactions, suppliers, annual or monthly volume, and average transaction size?**

Answer: The Data for this average was provided by Jeff Joy in PFM's original data request. If this is needed in a new format it will take several days to run and collate the data

149. **Please clarify what your payments terms are on your current card program? How often do you pay your bill? For example, does the University follow a 10, 20, or 30 day billing cycle with 1, 5, 10, or 14 days to pay?**

Answer: Monthly, Net 30

150. **Please describe the University's service/support experience for your existing provider.**

Answer: It has been a good relationship the vendor is very helpful and can easily support our needs

151. **To help us more accurately quantify your Electronic Payables program, can you provide a vendor file showing the following (please see attached vendor file template, as outlined below):**

- **All vendors with name, address, city, state, zip code, and vendor ID**
- **Current type of payment (check, card, ACH, wire)**
- **Vendor Payment terms**
- **Annual spend by vendor**
- **Annual payment count by vendor**

Answer: This is not something the University system provides lightly as there are confidential vendors/payees within our vendor record. To create this list it will take some major work to scrub the data removing any confidential payees. The last time we did this work it took 2 weeks to get the data cleansed properly and vetted through counsel. As this does not feel mission critical, the University is very reluctant to release this without more time and a possible NDA. The statistics provided on current ePayables spend should be sufficient to get current state program scope. Any potential growth of the programs will be driven by our vendors, not the University mandating a process at this time.

## Service Group 5: Payroll Cards

152. **Regarding Appendix I – Evaluation Questions, Section F for Service Group 5 Payroll Cards, on page 67 of 83, we have the following questions.**

- a. **Will this program need to meet the requirements of Title IV Work Study or Financial Aid payments?**

Answer: Yes

**b. Will the University system continue to offer paper checks as an option?**

Answer: With the addition of a payroll card option, the University is seeking to eliminate paper checks as an option.

**c. What is the total dollar value of paper payroll checks issued monthly?**

Answer: On average, the total monthly dollar value of paper payroll checks is \$370,000.

**d. Can you confirm there are 4,000 full time and 9,500 part time employees? There are conflicting number on pages 3 and 6. Can you please breakdown the number of full-time vs. part-time employees? We would like to better understand how many full time and how many part-time employees will be offered the payroll card? We need to know the “universe” of individuals available for enrollment in the program, and whether the University intends to make a stand on not issuing paper checks in the future.**

Answer: Most of our employees have direct deposit. The numbers below represent payroll checks only. When we no longer issue paper checks the employee will have the option of direct deposit or payroll cards.

There are 2 pay cycles for students and for biweekly employees per month compared below

	November		July	
	Ave.# of chks	Ave. Pay	Ave.# of chks	Ave. Pay
Student per cycle	407	\$ 135	151	\$ 395
Biweekly emp. Cycle	88	\$ 686	96	\$ 667
Monthly emp	95	\$1,395	127	\$1,736

**153. How will you be considering the competitiveness of cardholder fees (for payroll cards) in your scoring methodology? Will a bank's regional footprint for providing free cash access be considered in your scoring?**

Answer: The University will consider the competitiveness of both the cardholder fees and the fees incurred by the University. The University’s preference is for a program that allows students and employees to access their money in a variety of no-cost options. Yes, the regional footprint for providing free cash access will be evaluated and considered in the scoring.

**154. May a respondent offer alternative products or innovative services that the University may not be employing today for its payments? For instance, is the University interested in offering prepaid cards for their student refunds?**

Answer: The University is not currently interested in offering prepaid cards for student refunds. However, this service may be considered in the future; Respondents should describe any alternative products or solutions in Section H. New Services and Ideas.

**155. As the University deploys the payroll card program, will you be mandating electronic payments (ACH or payroll card) or will employees still have the option to choose checks?**

Answer: With the addition of a payroll card option, the University is seeking to eliminate paper checks as an option.

**156. Can the University please describe with more detail what types of changes you want cardholders to be able to make within our VRU - as mentioned in Appendix I, Section F Service Group 5, Payroll Cards, item 8d?**

Answer: This question is looking for information about Respondents' self-service options for cardholders through internet or voice response systems. This is a new service so we do not have specific requirements at this time.

**157. What is the average payment amount per pay for full-time employees? Are full-time employees paid monthly or bi-weekly? Are your employees paid year round? If not, how many months per year on average?**

Answer: The average payment amount for full-time employees is \$29,000 (biweekly); \$74,000 (monthly). These employees are paid bi-weekly on Friday or at month-end. Full-time employees are paid year round.

**158. What is the average payment amount per pay for part-time employees? Are part-time employees paid monthly or bi-weekly? Are your part-time employees paid year round? If not, on average how many months per year?**

Answer: The average payment amount for part-time employees varies greatly. These employees are paid bi-weekly on Friday and/or at month-end.

**159. What percentage of your employees are also students? Does the University wish to disburse Title IV-eligible funds, such as Federal Work Study Payments, via the payroll cards?**

Answer: The number of student employees varies but ranges around 4,500-5,000 students. Yes, the University is considering disbursing Title IV-eligible funds via the payroll card.

**160. In section 1.1.4.5, item h on page 16 of 83, the university has provided the following mandatory requirement: "h. Allow unlimited daily withdrawals." While most banks do allow unlimited Point-of-Sale transactions daily, most will cap the number of transactions and/or dollar amounts permitted via ATMs to prevent excessive losses from fraud compromises. Will the University please amend this requirement accordingly to allow card issuers to comply?**

Answer: The requirement does not specify a transaction type; as long as the Respondent allows some type of unlimited daily withdrawals, it will meet this requirement. Unlimited point-of-sale transactions would be acceptable.

161. **Are 500 employees currently paid via check? What is the typical employee pay frequency (weekly, bi-weekly)? How many employees are paid by check year round, versus seasonal/student employees? Can the University provide the average check amount for year-round employees and seasonal/student employees?**

Answer: See question 152

162. **How many employees do you currently have receiving payroll on paper check?**

Answer: Less than 500 employees regularly receive pay through paper check.

163. **Will you enforce electronic pay or will paper checks still be an option for employees?**

Answer: With the addition of a payroll card option, the University is seeking to eliminate paper checks as an option

#### Service Group 6: Purchasing Cards and Travel Cards

164. **For your RFP, your existing Card program consists of 3,500 active corporate liability cards with a total of \$10.4 million in annual spend. Can you share the average transaction size? How many new cards does the University expect to add to the program?**

Answer: This depends on the type and scope of the rebates offered by the supplier. We would like every employee who may incur travel expenses of any sort to have a TCard. For 50% of those cardholders they will be used minimally (once or twice a year). If the card rebate is an average spend per card the we will not be growing the program beyond the current level of deployed cards. If there is no average spend per card or another limiting factor that would reduce our rebate, then we could grow by another 1000-2000

165. **To clarify, the University leverages a corporate liability program today, correct?**

Answer: Correct

166. **Are there any pre-existing individual liability cards being used within your existing program today?**

Answer: No, there are no individual liability cards associated with the University of Maine System

167. **Please clarify what your payment terms are on your current card program? How often do you pay your bill? For example, does the University follow a 10, 20, or 30 day billing cycle with 1, 5, 10, or 14 days to pay?**



Answer: Monthly, net 15

**168. Please describe the University's service/support experience for your existing provider.**

Answer: Typical experience of a large credit card bank, not great but not bad either.

**169. Do you have a rewards program in place today for any cardholders?**

Answer: There are no reward programs tied to any of our CLCP cards.

**170. What is the average transaction for your Purchasing Card transactions and Travel Card transactions?**

Answer: PCard: \$120, Travel Card: \$150

**171. The purchase card is a credit product of the bank. The credit team is requesting the following due diligence to obtain approval for the credit limit:**

**a. Three years of enrollment statistics including applications, acceptances, and matriculation**

Answer: See the "Summary of Student Enrollment - Fall 2015" and "Summary of Student Enrollment - Spring 2016" reports at <http://www.maine.edu/about-the-system/ums-data-book/>  
Also, as a high level update for Fall 2016, an internal snapshot of numbers (on 8/29/2016) shows that total FTE on that date compared with the year prior for in-state students is down 497 students or 2.9% while out-of-state students is up 423 or 9.9%

**b. Operating budget for FY2017 and most recent capital budget**

Answer: The Operating Budget can be found at <http://www.maine.edu/about-the-system/ums-data-book/>

**172. (Page 16, 1.1.4.6 c5) Provide options of transmission of daily, weekly, monthly, and ad hoc data feeds.**

Answer: This does not appear to be a question; it is a restatement of a required service. Please rephrase the question and ask it at the pre-bid conference.

**173. (Page 17 1.1.4.6 p) Would like more information around revenue sharing and spend/charge volumes and rebate program expectations.**

Answer: Pcard/Tcard/Ghost card volumes have already been provided. We are expecting a very competitive rebate proposal which will be considered as part of the evaluation.

**174. Would like more information on “Hierarchy of card numbers” and how UMS envisions structuring companies. Do you envision each University as its own program and then rolling up into a central account? Unique Card logos? Different Real time account maintenance tools, but ability for a variety of administrators across the board?**

Answers are as follows:

- Travel Card Program: Single managing account system wide
  - The cards will all have the same logo regardless of campus, but must have some differentiating name or logo/color from the bank to differentiate it from the PCard
  - Line 2 of the embossing on all cards will carry our tax exempt information
  - The card transactions will be exported daily by an automatic process to our Concur Travel and Expense system. Our end users will interact with transactions for this card product in that interface, not the bank interface
  - There will be 3 admins system wide, all within a single department
- PCard program: (Current State) 8 companies rolling up to a single managing account, overseen by the Systems office and not the individual campuses. We pay a single bill for all 8 companies under the managing account. We are open to other options, as this was chosen so our setup would work correctly within the incumbent’s system. Ideally we could do a single managing account like the TCard.
  - The Cards will have the same logo system wide, but must have some differentiating name/log or color from the bank to visibly differentiate it from the TCard
  - Line 2 of the embossing on all cards will carry our tax exempt information
  - The card transactions will be reviewed approved and possibly reallocated within the bank’s card platform.
    - We will require a minimum of two layers of approvals (Cardholder or Record Keeper and Manager). The manager approval needs to be flexible by choice or accounting string hierarchy.
  - It would be preferred that all of the transaction roll up to the managing account so that transaction may be assigned to any or multiple Companies/Business Units.
  - There will be 3 admins for this system all centrally located in a single department

**175. We offer the Mastercard multi-card product. Product can be segmented for travel and purchasing. Is UMS looking for two distinct programs?**

Answer: For current state we will need two distinct programs. With our current incumbent we have the “Multi card” product assigned for only travel and the true PCard product for PCards. This is VERY important due to the need for multiple reconciliation platforms (Concur for Travel/Bank System for PCard). We will have about 1/3 of our users with both cards within the system.

**176. Describe the options available for establishing single transactions and cycle limits. Is UMS referring to the Virtual Account Number program?**

Answer: We are interested in the options available for restricting the amount spent on an individual card. For instance, can a limit be placed so that an individual cardholder is limited to

\$XXX per transaction or no more than \$X,XXX per month? We will also need to be able to limit on MCC code grouping and possibly specific vendors.

**177. Describe the options available for issuing merchant specific cards. Is UMS referring to a Ghost card or Virtual Account Number?**

Answer: We are interested in the options available for limiting a card to a specific merchant. For instance, can a card be issued that can only be used at Exxon gas stations? This is specifically not a ghost card. It would be in the name of a specific employee (CLCP) but only work at McMaster Carr for example.

**178. Describe the Respondent's financial transaction reporting system's capability to Assign a unique chart to each cardholder account and each transaction is UMS asking for a different chart of accounts to be added at the individual cardholder level?**

Answer: The software will contain all of the available chart of accounts for all business units within the University system at the managing account level. Each individual cardholder will have a default chart of accounts assigned to their card/account. That default must be from the universe of the global list loaded at the managing account level.

The global list must be updated nightly with new strings or to remove closed ones. The defaults will only be updated by the cardholder on an AdHoc basis.

-----End of University Response to Questions -----

**RIDER C  
UNIVERSITY OF MAINE SYSTEM  
STANDARDS FOR SAFEGUARDING INFORMATION**

This Attachment addresses the Contractor's responsibility for safeguarding Compliant Data and Business Sensitive Information consistent with the University of Maine System's Information Security Policy and Standards. ([infosecurity.maine.edu](http://infosecurity.maine.edu))

Compliant Data is defined as data that the University needs to protect in accordance with statute, contract, law or agreement. Examples include Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA), Maine Notice of Risk to Personal Data Act, and the Payment Card Industry Data Security Standards (PCI-DSS).

Business Sensitive Information is defined as data which is not subject to statutory or contractual obligations but where the compromise or exposure of the information could result in damage or loss to the University.

1. Standards for Safeguarding Information: The Contractor agrees to implement reasonable and appropriate security measures to protect all systems that transmit, store or process Compliant Data and Business Sensitive Information or personally identifiable information from Compliant Data and Business Sensitive Information furnished by the University, or collected by the Contractor on behalf of the University, against loss of data, unauthorized use or disclosure,

and take measures to adequately protect against unauthorized access and malware in the course of this engagement.

- A. Compliant Data and Business Sensitive Information may include, but is not limited to names, addresses, phone numbers, financial information, bank account and credit card numbers, other employee and student personal information (including their academic record, etc.), Driver's License and Social Security numbers, in both paper and electronic format.
  - B. If information pertaining to student educational records is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with FERPA.
  - C. If information pertaining to protected health information is accessed, used, collected, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with HIPAA and Contractor shall sign and adhere to a Business Associate Agreement.
  - D. If Contractor engages in electronic commerce on behalf of the University or cardholder data relating to University activities is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with current PCI-DSS guidelines.
  - E. If information pertaining to protected "Customer Financial Information" is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with GLBA.
2. Prohibition of Unauthorized Use or Disclosure of Information: Contractor agrees to hold all information in strict confidence. Contractor shall not use or disclose information received from, or created or received by, Contractor on behalf of the University except as permitted or required by this Agreement, as required by law, or as otherwise authorized in writing by the University.
3. Return or Destruction of Compliant or Business Sensitive Information:
- A. Except as provided in Section 3(B), upon termination, cancellation, or expiration of the Agreement, for any reason, Contractor shall cease and desist all uses and disclosures of Compliant Data or Business Sensitive Information and shall immediately return or destroy (if the University gives written permission to destroy) in a reasonable manner all such information received from the University, or created or received by Contractor on behalf of the University, provided, however, that Contractor shall reasonably cooperate with the University to ensure that no original information records are destroyed. This provision shall apply to information that is in the possession of subcontractors or agents of Contractor. Contractor shall retain no copies of University information, including any compilations derived from and allowing identification of any individual's confidential information. Except as provided in Section 3(B), Contractor shall return (or destroy) information within 30 days after termination, cancellation, or expiration of this Agreement.
  - B. In the event that Contractor determines that returning or destroying any such information is infeasible, Contractor shall provide to University notification of the conditions that make return or destruction infeasible. Upon mutual agreement of the Parties that return or destruction of such information is infeasible, Contractor shall extend the protections of this

Agreement to such information and limit further uses and disclosures of such information to those purposes that make the return or destruction infeasible, for so long as Contractor maintains such information.

- C. Contractor shall wipe or securely delete Compliant Data or Business Sensitive Information and personally identifiable information furnished by the University from storage media when no longer needed. Measures taken shall be commensurate with the standard for “clearing” as specified in the National Institute of Standards and Technology (NIST) Special Publication SP800-88: Guidelines for Media Sanitization, prior to disposal or reuse.
4. Term and Termination:  
A. This Attachment shall take effect upon execution and shall be in effect commensurate with the term of the Agreement
5. Subcontractors and Agents: If Contractor provides any Compliant Data or Business Sensitive Information received from the University, or created or received by Contractor on behalf of the University, to a subcontractor or agent, the Contractor shall require such subcontractor or agent to agree to the same restrictions and conditions as are imposed on Contractor by this Agreement.
6. Contractor shall control access to University data: All Contractor employees shall be adequately screened, commensurate with the sensitivity of their jobs. Contractor agrees to limit employee access to data on a need-to-know basis. Contractor shall impose a disciplinary process for employees not following privacy procedures. Contractor shall have a process to remove access to University data immediately upon termination or re-assignment of an employee by the Contractor.
7. Unless otherwise stated in the agreement, all Compliant Data or Business Sensitive Information is the property of the University and shall be turned over to the University upon request.
8. Contractor shall not amend or replace University-owned hardware, software or data without prior authorization of the University.
9. If mobile devices are used in the performance of this Agreement to access University Compliant Data or Business Sensitive Information, Contractor shall install and activate authentication and encryption capabilities on each mobile device in use.
10. Reporting of Unauthorized Disclosures or Misuse of Information: Contractor shall report to the University any use or disclosure of Compliant Data or Business Sensitive Information not authorized by this Agreement or in writing by the University. Contractor shall make the report to the University not more than one (1) business day after Contractor learns of such use or disclosure. Contractor’s report shall identify; (i) the nature of the unauthorized use or disclosure, (ii) the information used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Contractor has done or shall do to mitigate the effects of the unauthorized use or disclosure, and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by the University. Contractor shall keep University informed on the progress of each step of the

incident response. Contractor shall indemnify and hold University harmless from all liabilities, costs and damages arising out of or in any manner connected with the security breach or unauthorized use or disclosure by Contractor of any University Compliant Data or Business Sensitive Information. Contractor shall mitigate, to the extent practicable, any harmful effect that is known to Contractor of a security breach or use or disclosure of Compliant Data or Business Sensitive Information by Contractor in violation of the requirements of this Agreement. In addition to the rights of the Parties established by this Agreement, if the University reasonably determines in good faith that Contractor has materially breached any of its obligations, the University, in its sole discretion, shall have the right to:

- Inspect the data that has not been safeguarded and thus has resulted in the material breach, and/or
- Require Contractor to submit a plan of monitoring and reporting, as the University may determine necessary to maintain compliance with this Agreement; and/or Terminate the Agreement immediately.

11. Survival: The respective rights and obligations of Contractor under Section 12 of the Agreement or Section 3 of this Attachment shall survive the termination of this Agreement.

12. Contractor Hosted Data: If Contractor hosts University Compliant Data or Business Sensitive Data, in or on Contractor facilities, the following clauses apply.

- A. Contractor computers that host University Compliant Data or Business Sensitive Information shall be housed in secure areas that have adequate walls and entry control such as a card controlled entry or staffed reception desk. Only authorized personnel shall be allowed to enter and visitor entry will be strictly controlled.
- B. Contractor shall design and apply physical protection against damage from fire, flood, earthquake, explosion, civil unrest, and other forms of natural or man-made disasters. Contractor shall protect hosted systems with Uninterruptible Power Supply (UPS) devices sufficient to meet business continuity requirements.
- C. Contractor shall backup systems or media stored at a separate location with incremental back-ups at least daily and full back-ups at least weekly. Incremental and full back-ups shall be retained for 15 days and 45 days respectively. Contractor shall test restore procedures not less than once per year.
- D. Contractor shall provide for reasonable and adequate protection on its network and system to include firewall and intrusion detection/prevention.
- E. Contractor shall use strong encryption and certificate-based authentication on any server hosting on-line and e-commerce transactions with the University to ensure the confidentiality and non-repudiation of the transaction while crossing networks.
- F. The installation or modification of software on systems containing University Compliant Data or Business Sensitive Information shall be subject to formal change management procedures and segregation of duties requirements.
- G. Contractor who hosts University Compliant Data or Business Sensitive Information shall engage an independent third-party auditor to evaluate the information security controls not less than every two (2) years. Such evaluations shall be made available to the University upon request.
- H. Contractor shall require strong passwords for any user accessing personally identifiable information or data covered under law, regulation, or standard such as HIPAA, FERPA, or PCI. Strong passwords shall be at least eight characters long; contain at least one upper and one lower case alphabetic characters; and contain at least one numeric or special character.

13. If the Contractor provides system development, Compliant Data or Business Sensitive Information shall not be used in the development or test environments. Records that contain these types of data elements may be used if that data is first de-identified, masked or altered so that the original value is not recoverable. For programs that process University data, initial implementation as well as applied updates and modifications must be produced from specifically authorized and trusted program source libraries and personnel. Contractor shall provide documentation of a risk assessment of new system development or changes to a system.

-----End of Rider-----

Should you have any questions regarding the RFP, please reply in response to this email via [rachel.piper@maine.edu](mailto:rachel.piper@maine.edu).

Sincerely,



Rachel Piper  
University of Maine System: Strategic Procurement  
Director of Strategic Sourcing