



Date: October 16, 2025
To: All Interested Vendors
Subject: Addendum No. 1 | Q&A
RFP: 26-002 Merchant Services: Credit Card Processing Services

1. Would the University consider awarding contracts to different vendors for separate functions under this scope? For example, would it be acceptable to separate student tuition payments, refunds, and student finance solutions from some of the ancillary payment functions that operate across other offices, such as police, athletics, theater, or other auxiliary departments?

⌚ At this time the administration has requested that we keep all of these departments' services on a single contract.

2. What is the University's current provider(s) for these services?

⌚ TouchNet

- What is the current provider(s) annual transaction count?

⌚ 74,347

- What is the current provider(s) annual dollar volume?

⌚ \$46M

3. Will the University please clarify which departments will be participating in this procurement?

⌚ Student Financial Services

4. Do different departments currently have different pricing models / rates?

⌚ No, all departments currently have the same rates for all transactions involved.

5. What payment channels does the University plan to offer (online, in-person, phone, etc.)?

⌄ All payment methods: online, in-person, keyed, phone.

6. Does the University plan to accept any payment methods aside from credit cards under this procurement (debit cards, eChecks, digital wallets, etc.)?

⌄ No

7. What is the annual dollar volume anticipated under this contract? Can this be broken out by department and/or payment method?

⌄ Previous history: June 2024-June 2025 for all 14 Merchant Accounts

Card Type:	Count:	Amount:
American Express	4,464	\$4,663,190.19
Discover	2,432	\$1,559,952.88
MaserCard	16,448	\$11,563,382.10
Visa	51,003	\$28,445,285.63
	74,347	\$46,231,810.80

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9. Will the awarded vendor(s) be required to integrate with any University software products? If so, what products?

⌄ No. All of our software goes through the Gateway which is PayPal.

10. Does the University currently pass a convenience fee on to its payers, or does the University pay its current vendor for processing fees?

⌄ No, the University covers the cost of the processing fees.

➤ Does this differ by department/Merchant ID?

⌄ No.

- In either scenario, what are the fees charged by the University's current vendor(s)?
 - ⌘ At this time, we have not been cleared to release this information.
- Is the University open to changing the fee structure (i.e., from absorbed to convenience fee, or vice versa)?
 - ⌘ No.

11. Will the University accept electronic signatures such as DocuSign on proposal forms requiring signatures?

⌘ Our current policies do not allow for docu-signed/e-signed documents generally. A few forms require notary signatures which are required to be done in person at the time of signing. As our bid/proposal policy requires physical, "sealed envelope" proposal submissions, the documents must be sent in physical form, so we request that the original documents be included especially for anything that requires a notary's signature. Exception: The W9 may be a copy of the digitally filled out form.

12. Can a vendor propose exceptions to the sample contract along with our proposal?

⌘ Certain aspects of the contract can be negotiated. Exceptions can be proposed but without specific details we cannot confirm that they would be acceptable amendments at this time.

13. The RFP states that based on June 2024-June 2025 processing volume for Troy University is estimated at \$41M for all combine accounts. Please provide transaction count and debit v credit amounts

⌘

Card Type:	Sales Count:	Return Count:	Sales Amount:	Return Amount:	Total:
American Express	4,520	-56	4,694,426	(\$31,236.12)	\$4,663,190.19
Discover	2,452	-20	1,563,631	(\$3,677.92)	\$1,559,952.88
MaserCard	16,605	-157	11,631,454	(\$68,071.92)	\$11,563,382.10
Visa	51,423	-420	28,639,043	(\$193,757.86)	\$28,445,285.63
	75,000	-653	46,528,555	(\$296,743.82)	\$46,231,810.80

14. "Does the system support client customizations from one release to another?" Please clarify "release".

⌘ Release: After your software experiences a major update, is the client required to rewrite any customized interactions?

15. Do you have an implemented system configuration management process (e.g., secure "gold" images, etc.)? *Please clarify "implemented system configuration management process"

⌘ Do you have a formal, documented process that dictates how changes occur within your technology infrastructure, including software changes?

16. "Do clients have the option to not participate in or postpone an upgrade to a new release?" Please clarify "release"

⌘ Release: A major update to your software.

17. Do procedures exist to provide that emergency changes are documented and authorized (including after-the-fact approval)? Please clarify "procedures exist to provide that emergency changes are documented and authorized".

⌘ If you must issue an issue that warrants an unscheduled update or change to your technology, does a documented procedure exist for such activity?

18. Is the response "please refer the manual attached" an acceptable response for questions in the HECVAT?

⌘ Additional details are located at <https://www.educause.edu/higher-education-community-vendor-assessment-toolkit>.

19. Do you have process and procedure(s) documented, and currently followed, that require a review and update of the access list(s) for privileged accounts? Please clarify "privileged accounts"

⌘ Users with administrative access.

20. What type of Ingenico Terminals are currently in place for in-person payments? Why are transactions keyed on these terminals instead of swipe/tap/inserted? Do these terminals work with the software or are they standalone?

⌘ Ingenico iCT220, Verifone Countertop model. Transactions are keyed on devices that do not have standalone machines.

21. The Scope of Work states that all transactions flow through the University's SIS system, Ellucian, and go through the PayPal Pay flow system this is directly supported by Ellucian's software products. In this case, is PayPal the gateway?

⌘ Yes

22. What is the name of the gateway that Adirondack is required to integrate with?

⌘ Adirondack also uses PayPal

23. Ellucian Integration: Could you please clarify which specific Ellucian modules (e.g., Colleague, CRM Recruit, Elevate, Self-Service) require direct integration with the proposed merchant services solution?

⌘ None of them.

24. PayPal Gateway: Is Troy University open to alternative gateways besides PayPal Payflow, provided they are compatible with Ellucian systems?

⌘ Our current understanding is that the changes involved implementing a new gateway solution would likely result in a total cost of time, funds, and technical issues that would be prohibitive to us at this time. We have assessed alternatives at several points in the recent past but as of now PayPal is the most cost-effective option.

25. Terminal Deployment: How many physical credit card terminals are currently in use across departments including makes and models, and are replacements or upgrades anticipated?

⌘ 4 machines. 1 Ingenico iCT220- 3 Verifone Countertop models. Verifone machines are fairly new devices however Ingenico is old and could use an upgrade in the near future.

26. Remote Processing Options: Are there preferred remote payment methods (e.g., mobile apps, hosted payment pages, virtual terminals) that the University would like vendors to support?

⌘ No

27. Reporting Format: What format is preferred for daily batch reports and reconciliation data (e.g., Excel, API, secure portal)? Are you processing with multiple partners?

⌘ Capability to export individual transactions into excel and also batch daily transactions in excel as well. No.

28. Chargeback Support: Would Troy University prefer a dedicated chargeback support line or contact for dispute resolution?

⌘ Yes, if that is available.

29. PCI Compliance Expectations: Are there any additional PCI documentation or audit requirements beyond the HECVAT Lite form?

⌘ Yes, annual PCI compliance documentation.

30. Signature Storage: Is electronic signature capture required for all transactions or only for specific departments?

⌘ No

31. Hosting Preference: Does the University prefer vendor-hosted solutions or on-premise hosting for data warehousing?

⌄ This point is open to discussion

32. Volume Breakdown: Can you provide a breakdown of the estimated \$41M annual processing volume by department or transaction type?

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33. Apple Pay & Google Wallet: Is full NFC support required for in-person payments, or is online wallet compatibility sufficient?

⌄ We do not believe the current physical terminals support NFC. We use PayPal for online payments.

34. Training Requirements: What level of training is expected for staff—on-site, virtual, or self-paced modules?

⌄ Virtual training is acceptable, we do not expect on-site training however that is a plus if applicable.