

**HARRISBURG AREA COMMUNITY COLLEGE
REQUEST FOR PROPOSAL
#07-40
MERCHANT CARD SERVICES
ADDENDUM #1
ANSWERS TO QUESTIONS**

APRIL 27, 2007

Question 1: Please describe the process and circumstances on when and why you might require paper drafts be processed?

Answer 1: Manual drafts are used for payments made over the phone or from an occasional fax or when the network may be down due to unusual circumstances.

Question 2: Do you currently have an existing website accepting payments? Are you using a software application purchased from a third party? If yes, who is the third party?

Answer 2: Yes ... We use the Touchnet system.

Question 3: What stand alone terminals are being used today? Do you own or are you renting/leasing the devices?

Answer 3: Three different platforms are currently used at HACC today:

- a) PC Desktop Operation is used at each of our campus cashiering operations.
- b) Tender Retail is used by our bookstores (affiliated with the Nebraska Boodstore)
- c) Datacap Systems – Net Epay is used at our Museum Store.

Question 4: 1. Merchant/Debit Card Deposit Activity. The College requires Merchant bankcard accounts, i.e., MasterCard or Visa, for 6 departments, the college anticipates a seventh to handle web check transactions. Separate merchant identification is required for each department.

Please provide your definition for "web check transactions".

According to your website, HACC accepts credit cards today via ecommerce transmission. Should we include information within our proposal for the website transactions, or is this handled via a separate vendor?

Are the "6 departments" all within the Harrisburg location of HACC, or scattered through-out all locations in Lancaster, York, etc.?

Answer 4: Web Check transactions. **Automated Clearing House (ACH)** is an electronic network for financial transactions. These transactions are initiated by the student. The student completes a form that is processed through the Touchnet software (processes student payment

data including credit cards) and Banner (our operating system). A file is created daily for all ACH transactions from the prior days activity. A file is forwarded to accounting. Accounting then forwards the file to the bank in the same manner that payroll forwards their data. Funds from the students checking / savings account are not verified for availability during the Touchnet / Banner interface. The bank returns notice to accounting for all returned / rejected items.

We have several merchant accounts that “approve” transactions via the web. At this time ALL our merchants (16) are processed via PC set up. Three (3) of these merchants are student initiated. The remaining merchants transactions are processed by cashiers (phone, in person and POS Nebraska Book)

There are two software applications (**Touchnet** and **Tender Retail**) that authorize and compile ALL credit card data for the college. They currently run through the CARDNET platform.

“6 departments” I think this refers to the various merchants. There are 15 at this. Some of these “departments” are located in Harrisburg (6), Off campus Harrisburg (1), Lebanon (2), Lancaster (3), York (2), Gettysburg (2).

Question 5: For MasterCard and Visa, the College processes transactions primarily electronically through electronic data capture, and on a very limited basis as paper draft deposits (less than one-half of one percent of the Merchant card volume).

Please provide the method of electronic data capture HACC currently utilizes; i.e., dial up terminals or pc software (please specify the name of the software).

Answer 5: Since 1990, HACC has processed transactions electronically. Currently, there are three software applications (TouchNet, Tender Retail, and Net Epay) that authorize and compile ALL credit card data for the college. They currently run through the CARDNET platform.

Question 6: Under X. Cost proposal Sheet Item 4. Would you please explain and clarify 4A (Depository and Disbursement Services), 4B (Investment Services), 4C (General Services), 4D (Sponsorship), 4E (Optional services). We are unsure as to what information that you’re asking for.

Answer 6: These do not apply to this RFP. Please disregard.

Question 7: On Exhibit D, Item 11 (Interface with other Processors). Are you asking if our processor can interface with other software systems? Please explain.

Answer 7: At this time all locations are setup under CARDNET.

Question 8: On Exhibit A, you are asking for an annual cost. Are we to assume that there are no “non-qualified” transactions? In order to do an accurate comparison, we would need a volume amount (a dollar amount) of every non qualified category (there are almost 100), including hand-keyed transactions and non pin-based debit volume.

IF, however, you are basing ALL of your comparisons on interchange-plus pricing (interchange and assessments combined with the processor’s fees), then comparisons will be much easier to do and far more accurate. We would merely tell you our processor discount fees (our overhead and profit). The interchange and assessments are a fixed amount for every processor.

Please tell us how you would like this proposal done and what specific dollar amounts to use.

Answer 8: Base comparisons on the interchange-plus pricing (interchange and assessments combined with the processor's fees).

Question 9: Are we to assume that all of the transactions will be done through the internet (IP processing) or through phone lines (dial-up)?

Answer 9: All transactions are currently processed via the internet.

Question 10: What types of payments are collected at each of the 6 merchant accounts?

Answer 10: Tuition payments in person, phone and by mail. We also offer web transactions. Retail sales payment in person and web based transactions. Note 15 merchants, not 6.

Question 11: What equipment/software is used to process payments at each of the 6 locations?

Answer 11: There are three software applications (Touch, Net Epay and Tender Retail) that authorize and compile ALL credit card data for the college. They currently run through the CARDNET platform. PC based cashiering systems are used at all campus locations using three different setups.

Question 12: Are any of the software programs used for processing credit card payments integrated with the College's internal software or database?

Answer 12: No ... HACC uses TouchNet

Question 13: Is it possible to break-out the Visa/MasterCard transaction and dollar volume by:

- Credit Cards and Debit Cards?
- Card-swiped transactions and key-entered transactions?

Answer 13: Data is not available.

Question 14: Does HACC maintain policies and procedures that address information security, and the policy is compliant with the Payment Card Industry's Data Security Standard? Yes or No

Answer 14: Yes

Question 15: Does HACC utilize a secure encryption solution when all credit data is transmitted over the Internet or: public networks, including but not limited to email, websites, and telephone connections used in combination with VoIP? Yes or No -- If yes, list the type of encryption being used?

Answer 15: Yes SSL

Question 16: Does HACC have a relationship with a third party servicer or vendor, such as an Internet Payment Gateway, Fulfillment Company, Payment Processor, Web Site Hosts or Developers, which stores, processes, or transmits the merchant credit card data? (examples: Verisign, Paypal, Authorize.net, and Certegy). Yes or No

Answer 16: Yes - HACC uses TouchNet

Question 17: Does HACC utilize a Website Host with a dedicated Host Server? Yes or No

Answer 17: Yes