MC MONTGOMERY COLLEGE

ADDENDUM #2
Issued: December 11, 2020

ADDENDUM PURPOSE:

- To provide attached questions and answers.

All other specifications, terms and conditions remain unchanged.

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Patrick Johnson, MBA
Director of Procurement

Please **sign** below to acknowledge receipt of this Addendum and return with bidder proposal. Failure to return this Acknowledgement of Addendum may deem submitted proposal nonresponsive.

NOTE: All proposals MUST BE RECEIVED <u>**electronically**</u> (NEW) by 3:00pm Eastern Standard Time on **December 21, 2020.** All addenda shall be sent to <u>vendor.proposals@montgomerycollege.edu</u>. **No responses will be accepted after this date and time.**

_____   _____
Company Name   Authorized Signature

_____   _____
Date   Printed/Typed Signature

QUESTIONS AND ANSWERS

<u>Vendor Question</u>	<u>Montgomery College Answer</u>
What is Montgomery College's accounting system?	Ellucian Banner Finance
What do you mean by System Controls?	Security roles to limit and grant access
I have a question related to Section 5 Option for Payroll Processing. When you reference Payroll Processing check only, what exactly do you mean? Accounts Payable is dynamically different from Payroll Processing. Are you looking for a service that handles Accounts Payable disbursements and Payroll disbursements? If so, what is required from a tax filing and tax management perspective?	Today, we use the same software (Create-A-Check) to (in-house) print Payroll & Acct. Payable checks. These are both low quantities, but all in-house. All tax management is done in Banner
Would the college consider a solution in lieu of/to entirely take the place of Touchnet?	No
RFP Section 2.5: Ability to handle various payment methods such as ACH (direct deposit), paper checks, digital checks and virtual or debit cards. Can you provide (for ACH and Paper Checks separately) estimated annual activity: • $ volume • # of transactions	(see table below)

	$ Volume	# of Transactions	Avg trans Amt	Highest transaction Amount	Frequency (x times /yr)
ACH	17,000,000.00	17,000	1,100.00	11,000.00	50 times p/yr.
Paper Check	15,000,000.00	20,000	800.00	12,500.00	50 times p/yr.

• Average transaction amount • Highest transaction $ amount and frequency (x times per year)	
RFP Section 2.5: Establish and maintain system interface with Montgomery College's enterprise accounting system, including establishing the specifications of the payment files. Can more detail be provided to best understand the particulars and scope of the integration? Does this relate to all services?	This relates to all services.
With regard to fulfillment of student payments, does this refer to Title IV refunds or to some other type of payments?	Both – Title IV refunds and other type of payments
If we cannot provide fulfillment of payments to vendors and employees, will that disqualify us?	Yes
Please provide actual and projected volumes by payment type (A-C) and recipient (1-3). A. ACH B. Paper Check C. Virtual Card 1. Student 2. Vendor 3. Employee	<table><tr><td colspan="5">**Volumes by Payment Type and Recipient (Student)**</td></tr><tr><td></td><td colspan="2">Actual</td><td colspan="2">Projection</td></tr><tr><td></td><td>$ Volume</td><td># of Transactions</td><td>$ Volume</td><td># of Transactions</td></tr><tr><td>ACH</td><td>14,096,819.77</td><td>13477</td><td>17,000,000.00</td><td>17,000</td></tr><tr><td>PAPER CHECK</td><td>12,003,862.56</td><td>16426</td><td>15,000,000.00</td><td>20,000</td></tr><tr><td>VIRTUTAL CARD</td><td>N/A</td><td>N/A</td><td>10,000,000.00</td><td>12,000</td></tr></table>

	Employee (Payroll)			
	Projection:	ACH	Paper Checks	Virtual Cards
	Volume:	$29mil	$55mil	$4mil
	# of transactions:	330	8k	900
	Average transaction amount:	$88k	$6.9k	$4.4k
	Highest transaction amount:	$1.9mil	$1.5mil	$96k
	Frequency per year:	50	50	50
What is the College's current check print process? How are checks being printed today and does the College have any special handling needs? What is the College's driving force? Is the College interested in reducing the number of check payments or completely outsource check printing?	We extract a file from the Banner check run and print them using the Create-A-Check software (AvidXchange, Inc). This is used for any in-house printing.			
Is the college interested in ACH credits and debits? Can you give details exactly for what purpose using ACH?	ACH will be used for outgoing vendor/employee/student payments			
What is the intention of using virtual cards?	Virtual cards will be used for outgoing vendor/employee/student payments			
Would the college be interested in issuing real time payments to reimburse or pay?	Yes			
What is the use case for checks? (i.e. depositing them or issuing them?)	Issue			
Section 2.2 – Scope of Services: Much of the scope of services listed in RFP appear to be related to banking services, e.g. ACH, Paper Checks. Are you looking for a vendor who will issue ACHs and	Issue ACHs and print paper checks.			

Paper Checks, or just process ACH and paper checks that the College receives?	
Is Merchant Services/Credit and Debit Card acceptance among the services related to "Payment Fulfillment"? My company's role is primarily Merchant Services Acquiring, where we clear and fund the credit card and debit card transactions. Is this among the services related to "Payment Fulfillment"?	No, we already have a card processor.
Virtual Card for Students: Please clarify/provide context. Is this a major card brand issued virtual card (no plastic/physical card) that processes as any normal credit or debit card through major card brand payment networks? Assuming students use the virtual card as they would a plastic card—but for Card Not Present transactions, e.g. online payments, phone or mail order payments. Please clarify—are you looking for a vendor to issue such cards or just to process these transactions?	We currently issue refunds by checks and ACH. The College is interested in other potential methods to refund students. But are not looking for a vendor to issue a virtual card.
Is the College seeking Electronic Check Services for paper checks at point of purchase as well as ACH?	No

RFP Service Requirement: Establish and maintain system interface with Montgomery College's enterprise accounting system, including establishing the specifications of the payment files. Question: Is this an absolute requirement? For instance, this might apply to a Third-Party Provider (Touchnet)? Elavon provides fulfillment service but limited to clearing and funding the credit card and debit card transactions. In this sense, the integration and requirement is with the Third Party Provider (Touchnet), correct?	Yes, integration is a requirement. Can be provided by a third-party vendor.
RFP Service Requirement: Scope of integration: Please provide details around the integration and specific requirements. Question: Would the college consider a solution in lieu of/to entirely take the place of Touchnet as it relates to the front-end services provided by Touchnet?	We would consider replacing the Touchnet student refund function, but we're not considering replacement of all our Touchnet functionality.

RFP Service Requirement: Provide training to Montgomery College staff and vendors to utilize the proposed electronic payment solutions. This may include in-person trainings, webinars, instruction booklet, etc. Question: In person trainings: Is their leniency commensurate with COVID19? Would the College consider virtual and/or phone trainings?	Yes, virtual trainings are preferred.
RFP Service Requirement: Additional General Requirements: Manage payment exceptions, errors and failures, and notify the College the same day that an exception, error or failure occurs. Question: Can examples of the payment exceptions, errors and failures be provided to better understand the requirement, understanding for example there may be certain instances where Elavon is restricted to Card Brand rules, regulations re timing that could prevent "same day" notification?	Examples: file upload error, duplicate files, duplicate payments, file name issues, and special character errors.

RFP Service Requirement: The Contractor shall be able to accept files from Montgomery College's accounting system. Question: Relates to first bullet above: Establish and maintain system interface… Please expound/provide context and specific requirements—especially as it relates to primarily offering Credit Card and Debit Card clearing and settlement/funding, assuming this would be the requirement for the front-end provider, e.g. Touchnet.	Files are exported from our current system to print in-house or sent to processor for bulk printing or ACH processing.
Network Security: The Contractor shall have an adequate network security in place that restricts access, and protects information provided by RCUH's vendors to allow for processing of their payment. • What/who is RCUH?	This is a typo. Should read: The Contractor shall have an adequate network security in place that restricts access, and protects information provided by Montgomery College vendors to allow for processing of their payment.

RFP Section 4.2.5 System Functionality, Support, and Demo Question: Please explain "emergency check and ACH requests". Seems this is a banking function. Is the College seeking a separate service to issue these checks/ACH? Is the ~~County~~ College seeking bids for bank deposits and related services to include tied in services of these types?	Check and ACH requests processed on an emergency basis, within 24 hours of receipt of request. NO, we are not seeking a separate service to issue checks/ACHs. NO, we are not seeking bids for bank deposits.
RFP Section 4.3: In addition to the electronic submission, all offerors must submit one original hard copy proposal. Hard copy proposal shall be delivered to the address listed below and must be received prior to contract award date. Question: What is the anticipated contract award date?	The anticipated contract award date is the second or third quarter of calendar year 2021.

Section 5 – Price Proposal:	
Relates to 2.2. Appears there is no section within the proposal form for Merchant Services-Credit Card and Debit Card acquiring/clearing and settlement/funding?	We are not seeking merchant services-credit cards and debit card acquiring/clearing/funding. Only payment fulfillment.
Please further describe the payroll processing in this section. Is the College seeking a means to provide payroll processing via a third-party solution outside of what may be available through the established banking relationship (or the bank's third party provider) that would typically offer this service? Please explain the scope/amounts and items and details around this service.	We are looking for service provider to print and mail paper checks. We are also looking for alternate solutions to paper checks.

*****************************END OF QUESTIONS & ANSWERS**********************