



**Department of Administration / Division of Purchases
One Capitol Hill, Providence, Rhode Island 02908-5855
Web Site: www.purchasing.ri.gov
24 Feb 2012**

Addendum # 1

RFP # 7449461

E Commerce Software, Support, and Maintenance – RI College

Submission Deadline: 9 March 2012 @ 10:30 AM (Eastern Time)

- 15 questions, submitted in accordance with the terms of this solicitation, are posted, and answered, in this addendum.
- No further questions shall be entertained.

A handwritten signature in black ink, appearing to read 'Jerome D. Moynihan', is located below the list of bullet points.

Jerome D. Moynihan, C.P.M., CPPO
Assistant Director for Special Projects

Inquiries on RFP #7449461

1. Section 1.6 on page 4 of the RFP states that we are to submit one original Request for Proposal plus nine copies to an unnamed address. However, the **Pre-Submission Questions and Proposal Submission** section on page 5 states that we are to send one original and three copies to the R.I. Department of Administration, Division of Purchases, 2nd Floor, 1 Capitol Hill, Providence, RI 02908-5855. Because an electronic copy has also been requested and because we believe it is in the best interests of all parties to conserve paper and other resources, we assume that page 5 is correct, and one original and three copies should be submitted to the address designated on that page. Is that correct? *Submit an original and three copies. The electronic copy, for the record, is used to disseminate proposals under a public access request.*
2. Page 5 of the RFP also states that we are to submit a cost proposal and a technical proposal. Do you wish us to send the cost proposal and technical proposal in separate, sealed envelopes, or can both be contained in the same document? *They should be separate.*
3. In section 3.3, the third bullet point asks if the bill print can support lock-box. Can you please explain what you mean by that? *This refers to using a bar code on the bill to identify the payer.*
4. Does the College currently use a lock box service? Approximately how many payments are processed through a lock box service annually? *Approximately 5,000*
5. Would the College be interested in information on deferring credit card convenience fees back to the cardholder meanwhile offering a no cost electronic check option? *Yes*
6. Does the College currently have an in-house payment plan option or is it outsourced. How many students participate on an annual basis? Does the College have a preference on whether the installment payment plan offerings are kept in-house or outsourced? *The College has an in-house plan. Approximately 1500 students use the plan each semester. The College would evaluate the payment plan options and select the one it deems the best.*
7. Would the College need an online foreign currency payment option for international students? *No. They can make payment in US dollars.*
8. Section 2.2 (page 6) Credit Card Processing Requirements.
Who is your current credit card processor? *RBS/Worldpay.*
9. Section 2.3 (page 6) Electronic Check Processing Requirements
Who does RIC use for banking services? *Citizens Bank*
10. Section 5.1 (page 11) Electronic Refunding Requirements
What types of refunds (ACH, paper check, prepaid debit card) does the College want? *The College would like the option for all types of refunds.*
11. Section 7.4 (page 12) Credit Card Processing Requirements – “will a fee be charged to the student if it is used to pay tuition to RIC” This refers to a debit card fee if the student pays tuition using the debit card issued by the vendor. Is the College interested in a convenience fee / service charge program for tuition- based payments? *The College is interested in a convenience fee for credit card transactions in payment of tuition. It is our understanding that ach transactions will not have a convenience fee.*

- 12 Section 7.10 (page 13) Drawer Management Requirements
Is the College currently using “electronic drawer” capabilities? *No*
13. Section 7.15 (page 14) Commerce Requirements
Please define in more detail the types of commerce requirements the College is looking for? *Payment of departmental receipts. (Examples include Athletics and Alumni). The ability to link the transactions to specific deposit accounts. The ability to generate deposit information remotely. This information would be in pending status until the transaction is finalized by the Bursar Office.*
- 14 Please specify an expected Go-Live date for the requested products and services? What is the expected timeline for implementation (in weeks)?
Would the College entertain a phased-in approach? *Yes, the College would entertain the concept of a phased in approach.*
- 15 Section 1.6 (page 4) indicates 1 original and 9 copies of the proposal response and Section 1.7 (page 5) asks for 1 original and 3 copies.
Can you please confirm the appropriate number of originals and copies required? *See question one.*

END