



**State of Rhode Island
Department of Administration / Division of Purchases
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**Solicitation Information
March 14, 2013**

ADDENDUM # 2

**RFP# 7461292
LOI Title: University E-Commerce Services University of Rhode Island**

Bid Opening Date & Time: Friday March 22, 2013 @ 10:30 AM (EST)

Notice to Vendors:

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.
NO FURTHER QUESTIONS WILL BE ANSWERED.

**Thomas Bovis
Interdepartmental Project Manager**

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

Questions:

1. With regard to section **D. Bill Presentment Services**, question #4, can you please provide more details regarding your requirements for lockbox compatibility? Is lockbox associated with a particular bank?

Answer: Our lockbox payments are processed by Bank of America through their Boston facility. Students choosing to remit a check payment would need to have the ability to download a payment coupon from their e-bill that would contain specific fields of information, i.e., term code, URI ID number, amount paid, etc., as required by the bank to insure accurate payment processing and facilitate the creation of an electronic payment file for posting by URI.

2. With regard to section **F. Participant Access**, question #11-**Do you provide written confirmations of internet transactions**, does this question refer to confirmation of payments, or to written confirmations regarding customer service activities?

Answer: When a payment is made online, the payer should receive an email confirming the status of their payment, i.e., payment successful, payment declined, etc. Payer should also receive an email notification if their online payment is returned/reversed at a later date, i.e., insufficient funds, invalid account number, etc.

3. The RFP states that we are required to submit a Standardized Information Gathering (SIG) Questionnaire; however, the copy of the RFP we received did not include that questionnaire. Where may we obtain a copy of the SIG questionnaire?

Answer: The SIG questionnaire is posted with the RFP. Here are the steps to access it:

- Go to State of RI Division of Purchases website www.purchasing.ri.gov
- On left, click on Bidding Opportunities – then State Agency Bids – put in bid number 7461292 and “search”.
- When information comes up click on “D” under info column and click “open”.
- When it opens click on copy of SR1303745 SIG Lite Assessment and follow tabs at bottom of sheet to complete.

4. Would the University extend the RFP due date to allow proposers sufficient time to prepare a response?

Answer: Bids are due by March 22, 2013 at 10:30am. No extensions are being considered. However, due to the timing of this RFP, the successful vendor will not be able to market a payment plan product until September 1, 2013 when the marketing cycle for the Spring 2014 single semester plan can begin.

5. The RFP states that the proposer complete and submit a Standardized Information Gathering (SIG) Questionnaire. An SIG questionnaire doesn't appear to be included in the RFP. Where can proposers locate the questionnaire?

Answer: Please see question #3.

6. What version of PeopleSoft is the University utilizing?

Answer: PeopleSoft Campus Solutions version 9.0.

7. Please provide more details about Common App and Hobson's/Apply Yourself

Answer: Our interface with Common App (for Undergraduate Admissions) and Hobson's (for Graduate Admissions) is through a batch feed from each. Applicants complete the applications on these sites including payment for the application fees which are collected by Common App and Hobson's through an interface with our e-Commerce provider. The application information is fed to URI while the financial transactions follow the defined e-commerce path from Common App and Hobson's to URI.

8. Regarding item K.1.e: Please provide 3 months worth of your merchant statements for peak periods so that we may evaluate the type of cards you process and estimate the average ticket amount.

Answer: Please see attached spreadsheet.

